



Late Breaking News for HP Web Jetadmin 10.3 SR8

Readme

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1 Late Breaking News for HP Web Jetadmin 10.3 SR8 (Edition 23, 2/2015)

- [HP Web Jetadmin 10.3 SR8 \(10.3.96073\)](#)
- [What's new in HP Web Jetadmin 10.3 SR8 \(10.3.96073\)](#)
- [HP Web Jetadmin 10.3 installer](#)
- [HP Web Jetadmin release history \(partial\)](#)
- [New devices supported in HP Web Jetadmin 10.3 SR8 \(10.3.96073\)](#)
- [Improvements and fixes in HP Web Jetadmin 10.3 SR8 \(10.3.96073\)](#)
- [Known issues](#)
- [Improvements and fixes in previous releases of HP Web Jetadmin](#)

This document addresses HP Web Jetadmin 10.3 SR8 (10.3.96073). For a list of HP Web Jetadmin releases, see [HP Web Jetadmin release history \(partial\) on page 10](#).

This document is a supplement to the online Help and the *HP Web Jetadmin 10.3 Installation and Setup Guide*. The *Late Breaking News for HP Web Jetadmin 10.3* is updated occasionally. The current edition is available from the HP Web Jetadmin [support page](#).




NOTE: HP Web Jetadmin might not be localized at every software release. If a software release is not localized, some of the new content in the software and online Help for that release might be displayed in English while other content is displayed in the language that is specified by the Region and Language settings on the client that is used to access HP Web Jetadmin.

HP Web Jetadmin 10.3 SR8 (10.3.96073)

HP Web Jetadmin 10.3 SR8 (10.3.96073) includes improvements and fixes, as well as support for new HP devices. For more information, see [Improvements and fixes in HP Web Jetadmin 10.3 SR8 \(10.3.96073\) on page 12](#).

This release supersedes previous releases of the software (see [HP Web Jetadmin release history \(partial\) on page 10](#)). This is a cumulative release. All improvements, fixes, and device support in previous releases are also included in this release.

This version is installed by using the install executable.

 **NOTE:** Upgrading from earlier releases of HP Web Jetadmin can be slow, depending on the settings and data that are in place on the system that is being upgraded and on system performance. After the HP Web Jetadmin installer is finished and the HPWJA Service starts, upgrade routines in the HPWJA Service run and act on the existing HP Web Jetadmin data. The time that it takes for these routines to finish can vary greatly. Do not interrupt the HPWJA Service during or after an upgrade. The client logo screen that starts every time the HP Web Jetadmin client is launched displays a message if an upgrade is running.

To access the support documentation, including white papers, go to the HP Web Jetadmin [support page](#). For the most current information about installation and setup, review the *HP Web Jetadmin 10.3 Installation and Setup Guide*.

What's new in HP Web Jetadmin 10.3 SR8 (10.3.96073)

HP Web Jetadmin 10.3 SR8 (10.3.96073) includes the following new features:



NOTE: New device support and key improvements and fixes based on customer feedback are described in the remainder of this document.

1. Device-specific images for the following devices are now available:

- HP Color LaserJet MFP M680, HP Color LaserJet Flow MFP M680
- HP Color LaserJet M651
- HP LaserJet Pro MFP M225dn, HP LaserJet Pro MFP M225dw, HP LaserJet Pro MFP M226dn, HP LaserJet Pro MFP M226dw, HP LaserJet Pro MFP M225rdn, HP LaserJet Pro MFP M225rdw
- HP LaserJet Pro M201n, HP LaserJet Pro M201dw, HP LaserJet Pro M202n, HP LaserJet Pro M202dw
- HP Officejet Pro 8610, HP Officejet Pro 8620, HP Officejet Pro 8630
- HP LaserJet Pro M701a, HP LaserJet Pro M701n, HP LaserJet Pro M706n
- HP Color LaserJet Pro MFP M476nw, HP Color LaserJet Pro MFP M476dn, HP Color LaserJet Pro MFP M476dw
- HP Color LaserJet M750
- HP Officejet Color Flow MFP X585
- HP Officejet Color X555
- HP Officejet Color MFP X585
- HP Color LaserJet M855
- HP Color LaserJet flow MFP M880
- HP LaserJet flow MFP M830
- HP LaserJet 800 M806

2. A new category of device configuration options called **Web Services** has been added to HP Web Jetadmin to align with the HP Embedded Web Server (EWS). The **ePrint Settings** and **Proxy Server** configuration options have been moved from the **Network** category to the **Web Services** category.

3. Feature Packs are a new mechanism introduced in HP Web Jetadmin 10.3 SR8 that will provide manageability support for new device features and address configuration options that are missing in HP Web Jetadmin, but are available in the EWS. Feature Packs will be available as signed HPb (HP Binary) files that are downloaded from www.hp.com/go/webjetadmin. After an HPb file is downloaded, the HPb file is imported into the existing installation of HP Web Jetadmin and applied. The HP Web Jetadmin service must be restarted before the new functionality is available in HP Web Jetadmin.

The first Feature Pack will contain the following:

- The **HP JetAdvantage (More Apps)** configuration option. This configuration option will be available in the new **Web Services** category. Use this configuration option to enable or disable the [More Apps](#)

button on the device control panel. The [More Apps](#) button allows users to create an account on the HP JetAdvantage cloud service.

- Device-specific images for new products.

Feature Packs will be prebundled in future releases of HP Web Jetadmin.

If there is a defect in a configuration option that was delivered in a Feature Pack, the defect will be addressed in the next Feature Pack release.

4. The **Cartridge Policy** configuration option has been added to the **Supplies** category on the **Config** tab. Use this option to specify that only genuine HP cartridges can be installed and used in a device.
5. The **Cartridge Protection** configuration option has been added to the **Supplies** category on the **Config** tab. Use this option to configure the cartridge protection mode. When the cartridge protection mode is configured, all of the cartridges that are currently installed in the device or fleet of devices are permanently protected. After the cartridge protection mode is configured on a cartridge, the cartridge protection mode on that cartridge cannot be removed or changed. Cartridges that are configured with single device cartridge protection mode cannot be used in any other devices. Cartridges that are configured with fleet ID cartridge protection mode cannot be used in any devices that are configured with a different fleet ID.
6. For non-English operating systems or English operating systems that have the Format set to non-English, HP Web Jetadmin can always be started in English only by browsing to the following URL:

`http://WJA:8000/wja/wja.application?lang=en-us`

This is very useful for obtaining the latest online Help for HP Web Jetadmin because updates for the localized online Help are not provided with every release.
7. Users can now launch the Remote Control Panel (RCP) from HP Web Jetadmin. The RCP can be used to remotely interact with the device control panel. The **Remote Control Panel** button is available on the **Troubleshoot** tab only for HP FutureSmart devices that have firmware version 3.4 or later installed. The **Remote Control Panel** button is not available for non-HP FutureSmart devices and for HP FutureSmart devices that have older firmware versions installed.
8. The **Drum Threshold** configuration option has been added to the **Supplies** category on the **Config** tab. Users can configure the supply level threshold for black and color drums for supported HP FutureSmart devices.



NOTE: Some labeling and ordering changes have also been made to the configuration options in the **Supplies** category.

9. HP Web Jetadmin now supports SNMPv3 discoveries for third-party devices.
10. New installations of HP Web Jetadmin 10.3 SR8 will be installed with Microsoft SQL Server 2012 Express SP2.

SQL Server 2012 Express supports a 10 GB database. SQL Server 2008 Express supports only a 4 GB database. HP recommends that customers upgrade to SQL Server 2012 Express SP2 to take advantage of the additional capacity.

The SQL commands in the backup.bat and restore.bat files have been updated for SQL Server 2012 Express. The updated batch files will detect the installed version of SQL Server Express and use the commands that are appropriate for that version of SQL Server Express.

SQL Server Express can be upgraded for existing HP Web Jetadmin installations or installations that have been upgraded to SR8 via one of the following options:

- Perform an in-place upgrade of SQL Server Express:
 1. Install SQL Server 2008 Express SP2/SP3.
 2. Upgrade to SQL Server 2012 Express SP2.
 3. Run the resize.bat file. This file is available in the WJABackupRestore directory.
 - Uninstall SQL Server 2008 Express:
 1. Create a backup of the HP Web Jetadmin database.
 2. Uninstall SQL Server 2008 Express.
 3. Install SQL Server 2012 Express SP2.
 4. Run the resize.bat file. This file is available in the WJABackupRestore directory.
 - Uninstall HP Web Jetadmin:
 1. Create a backup of the HP Web Jetadmin database and settings, and then move the backup to a different location.
 2. Uninstall HP Web Jetadmin completely.
 3. Uninstall SQL Server Express 2008.
 4. Reinstall HP Web Jetadmin 10.3 SR8. Because this is a new installation, HP Web Jetadmin will automatically use SQL Server Express 2012.
 5. Restore the backup of the HP Web Jetadmin database and settings.
11. The maximum number of concurrent firmware upgrades has been increased from 10 to 50. When the maximum number of concurrent firmware upgrades is changed on the **Tools > Options > Device Management > Firmware > General** window, the value of `WorkerThreadPoolFirmwareUpgradeTask` is also changed. To prevent pending threads, the `FirmwareUpgradeThreadsize` in the `PerformanceTuning.Config.xml` file must also be increased, and then HP Web Jetadmin must be restarted.

The `PerformanceTuning.Config.xml` file is available in the following directory:

C:\Windows\ServiceProfiles\NetworkService\AppData\Local\Hewlett-Packard\HPWebJetadmin\WjaService\config

If the following section does not appear in the `PerformanceTuning.Config.xml` file, it must be manually added to the file and saved.

```
<property name="FirmwareComponent.FirmwareUpgradeThreadsize">
  <type>HP.Imaging.Wjp.Sdk.Core.Framework.ConfigurationItemString
  </type>
  <value>50</value>
</property>
```

12. HP Web Jetadmin can now discover devices and use the correct UPI even if Web Services is disabled on the devices.

All printers that have firmware version 23.2.1 or later installed should support a special OID that HP Web Jetadmin uses to determine the capabilities of a device. This OID contains the device details,

which includes the MCID (managed contract ID). HP Web Jetadmin can now use the MCID to determine the correct UPI for a device instead of using Web Services.



NOTE: If HP Web Jetadmin discovers a device and does not use the correct UPI, enable Web Services on the device and rediscover the device or perform a Full Refresh.

13. Users can now see the supply levels for a device on the **Status** tab without having the correct credentials.
14. The title of the **Enable Host USB** configuration option has been changed to **Enable Host USB plug and play** so that it aligns with the EWS. This configuration option is available in the **Security** category on the **Config** tab.
15. The title of the **Open/Print from USB Device** configuration option has been changed to **Enable Retrieve/Print from USB** so that it aligns with the EWS. This configuration option is available in the **Device** category on the **Config** tab.
16. On the **IPsec/Firewall Policy** configuration option, the title of the **Add Rules** button has been changed to **Add / Modify Rules**. The online Help for the **IPsec/Firewall Policy** configuration option has been updated to include instructions for modifying rules.
17. On the **Firmware** tab, the default width for the first column, **Printer Firmware - Severity**, has been increased to encourage users to add this column to the device lists to verify if the printer firmware is up-to-date. The online Help for the **Firmware** tab has been updated with details about the differences between the **Printer Firmware - Severity** and **Printer Firmware - Available** columns.
18. **REMINDER:** When HP Web Jetadmin 10.3 SR4 was released, UPIs were introduced to support the majority of the recently released HP devices and future HP devices. This means that HP Web Jetadmin does not have to be upgraded to a newer version to display devices that can be displayed by using any of the UPI classes.

A UPI represents specific products by device class and contains a superset of features and capabilities. The superset of features and capabilities might or might not apply to all of the products that the UPI supports.

The following UPIs were included in HP Web Jetadmin 10.3 SR6:

- HP Officejet Pro MFP UPI
- HP Officejet Pro UPI

The following UPI was included in HP Web Jetadmin 10.3 SR5:

- HP Enterprise S Series MFP UPI

REMINDER: This UPI provides only device monitoring.

The following UPIs were included in HP Web Jetadmin 10.3 SR4:

- HP Enterprise MFP UPI
- HP Enterprise UPI
- HP LaserJet Pro MFP UPI
- HP LaserJet Pro UPI

The UPIs are found in the **Create Device Configuration Template** wizard. The HP products that the UPIs support are not listed individually in the wizard. For more information about which HP products are included in each UPI, see the *Supported Printer Features in HP Web Jetadmin* white paper or the following table. The white paper is available from the [HP Support Center](#).

		May 2014	July 2014	February 2015
Level	Plug-in	HP Web Jetadmin 10.3 SR6	HP Web Jetadmin 10.3 SR7	HP Web Jetadmin 10.3 SR8
Enterprise Class	HP Enterprise MFP UPI (Released with 10.3 SR4)	HP Color LaserJet Enterprise MFP M680dn/M680f HP Color LaserJet Enterprise Flow MFP M680z HP Officejet Enterprise Color MFP X585dn/X585f HP Officejet Enterprise Color Flow MFP X585z		HP LaserJet Enterprise MFP M630dn/M630h/M630f/M630z
	HP Enterprise UPI (Released with 10.3 SR4)	HP Color LaserJet Enterprise M651n/M651dn/M651xh HP Officejet Enterprise Color X555dn/X555xh		
Distributed Enterprise Class	HP LaserJet Pro MFP UPI (Released with 10.3 SR4)	HP Color LaserJet Pro MFP M476dw/M476nw/M476dn		HP LaserJet Pro MFP M225dn/M225dw HP LaserJet Pro MFP M226dn/M226dw HP LaserJet Pro MFP M225rdn/M225rdw
	HP LaserJet Pro UPI (Released with 10.3 SR4)	HP LaserJet Pro M701a/M701n HP LaserJet Pro M706n		HP LaserJet Pro M201n/M201dw HP LaserJet Pro M202n/M202dw
	HP Officejet Pro MFP UPI (Released with 10.3 SR6)	HP Officejet Pro 8610 HP Officejet Pro 8620 HP Officejet Pro 8630	HP Officejet Pro X476dn/X476dw MFP (firmware later than version 1419BR) ¹ HP Officejet Pro X576dw MFP (firmware later than version 1419BR) ¹	
	HP Officejet Pro UPI (Released with 10.3 SR6)		HP Officejet Pro X451dn/X451dw (firmware later than version 1419BR) ¹ HP Officejet Pro X551dw (firmware later than version 1419BR) ¹	
	Fleet Monitoring Class	HP S Series MFP UPI (Released with 10.3 SR5)		

		May 2014	July 2014	February 2015
Level	Plug-in	HP Web Jetadmin 10.3 SR6	HP Web Jetadmin 10.3 SR7	HP Web Jetadmin 10.3 SR8
Other	HP Discrete Plug-in	HP Designjet Z6600 60-in Production Printer HP Designjet Z6800 60-in Photo Production Printer HP Designjet Z6800 60-in Photo Production Printer with Encrypted Hard Disk	HP Designjet T3500 Production 36-in eMultifunction HP Designjet T7200 42-in Production Printer HP Designjet T7200 42-in Production Printer with PostScript upgrade HP Designjet T795 44-in ePrinter	

¹ For the HP Officejet Pro devices, the new features are available only if firmware later than version 1409BR is installed on the device.

Be aware of the following changes that are specific to the UPIs:


- Products are represented by a device class in the UPI. Therefore, the thumbnail image on the **Status** tab might not reflect the actual image of the device.
- The device capabilities listed on the **Capabilities** tab for a specific device that a UPI supports might not reflect all of the features that are available for that device.
- Batch mode configuration via the **Create Device Configuration Template** wizard displays a superset of the configuration features that might or might not apply to a specific device that a UPI supports. For example, when configuring monochrome devices, users might also see the color features that are available for any color devices that the UPI also supports.


HP Web Jetadmin 10.3 installer

The installer for HP Web Jetadmin checks for .NET and Microsoft Windows Installer components. If these requirements are not met, the installer notifies the user and stops running. The installer might also request a reboot depending on the state of the system at installation time.

To download Microsoft .NET Framework 3.5 SP1 or .NET Framework 4.5, go to [Microsoft .NET Framework](#). Click **Downloads**, and then navigate to the version of .NET Framework that you need to install.

To download Microsoft Windows Installer 4.5, go to the [Microsoft Download Center](#), and then search for the keywords `Windows Installer 4.5`. Click the **Windows Installer 4.5 Redistributable** link, and then follow the instructions to download and install the file that is appropriate for your operating system version and platform.

 **NOTE:** The installer for HP Web Jetadmin performs extensive disk space checking and provides an option to redirect the installer to place either SQL Server instance files and directories or HP Web Jetadmin installation directories in alternate storage paths.

 **NOTE:** Always back up the HP Web Jetadmin installation and database before running an installation or upgrade. For more information about the backup and restore scripts, review the `WJABackupRestoreInstructions_<language_code>.txt` file. This file is available in the following directory:

C:\Program Files\Hewlett-Packard\Web Jetadmin 10\WJABackupRestore

HP Web Jetadmin release history (partial)

Table 1-1 Release history (partial)

Release name	Version/build	Release date
HP Web Jetadmin 10.3 SR8	10.3.96073	25-January-2015
HP Web Jetadmin 10.3 SR7	10.3.93994	23-July-2014
HP Web Jetadmin 10.3 SR6	10.3.93671	16-May-2014
HP Web Jetadmin 10.3 SR5	10.3.91358	10-Jan-2014
HP Web Jetadmin 10.3 SR4	10.3.90613	23-October-2013
HP Web Jetadmin 10.3 SR3	10.3.88120	1-June-2013
HP Web Jetadmin 10.3 SR2	10.3.86392	30-January-2013
HP Web Jetadmin 10.3 SR1	10.3.85669	26-November-2012
HP Web Jetadmin 10.3 (initial release)	10.3.83654	11-July-2012
HP Web Jetadmin 10.2 SR7	10.2.80493	20-January-2012
HP Web Jetadmin 10.2 SR6	10.2.77156	9-August-2011
HP Web Jetadmin 10.2 SR5 Hotfix 1	10.2.74918	11-March-2011
HP Web Jetadmin 10.2 SR5	10.2.73942	18-February-2011
HP Web Jetadmin 10.2 SR4	10.2.71771	15-November-2010
HP Web Jetadmin 10.2 SR3	10.2.66860	2-June-2010
HP Web Jetadmin 10.2 SR2	10.2.63313	12-February-2010
HP Web Jetadmin 10.2 SR1	10.2.62227	25-November-2009
HP Web Jetadmin 10.1 SR4	10.1.60802	25-November-2009
HP Web Jetadmin 10.2 Hotfix 1	10.2.59093	20-July-2009
HP Web Jetadmin 10.2 (initial release)	10.2.58560	6-July-2009
HP Web Jetadmin 10.1 SR3	10.1.58563	6-July-2009
HP Web Jetadmin 10.1 SR2	10.1.56108	16-February-2009
HP Web Jetadmin 10.1 Hotfix 1.5	10.1.55407	16-January-2009
HP Web Jetadmin 10.1 SR1.5	10.1.54718	15-December-2008
HP Web Jetadmin 10.1 SR1	10.1.54718	24-October-2008
HP Web Jetadmin 10.1 Hotfix	10.1.53182	3-October-2008
HP Web Jetadmin 10.1 (initial release)	10.1.52747	22-September-2008

New devices supported in HP Web Jetadmin 10.3 SR8 (10.3.96073)

HP Web Jetadmin 10.3 SR8 (10.3.96073) added support for the following devices:

- HP LaserJet Enterprise MFP M630dn/M630h/M630f
- HP LaserJet Enterprise Flow MFP M630z
- HP LaserJet Pro M201n/M201dw
- HP LaserJet Pro M202n/M202dw
- HP LaserJet Pro MFP M225dn/M225dw
- HP LaserJet Pro MFP M226dn/M226dw
- HP LaserJet Pro MFP M225rdn/M225rdw

Device updates are installed by using the HP Web Jetadmin installer. An updated installer is released periodically to provide new device support and defect fixes. You can run the installer on any earlier version of HP Web Jetadmin. If the devices that an update targets were discovered prior to running the installer, you must re-register the devices. The installer does not automatically re-register the devices as part of the upgrade. To re-register the devices, perform one of the following steps:

- Right-click anywhere on a device list, and then select **Refresh Selection (Full)**.
- Run a discovery using any of the discovery methods except **Quick Device Discovery**.

For a list of all of the devices that HP Web Jetadmin supports, see the *HP Web Jetadmin 10.3 Supported Devices Readme*. This document is available from the HP Web Jetadmin [support page](#).

Improvements and fixes in HP Web Jetadmin 10.3 SR8 (10.3.96073)

HP Web Jetadmin 10.3 SR8 (10.3.96073) includes the following improvements and fixes:

1. HP Web Jetadmin was changing the hostname of a device when the device was turned off. This was a problem in environments with DHCP servers, which always registered hostnames even if the IP address was not distributed. In some cases, HP Web Jetadmin was also changing the hostname if two devices swapped their IP addresses after a DHCP renewal.

Implemented fix:

First check the status of the device. If the device status is **Device Communication Error**, do not update the hostname.

If the device status is not **Device Communication Error** and the hostname on the device is different from the hostname in HP Web Jetadmin, check the device for the model number, model name, and serial number. Update the hostname only if these three values on the device are the same as the values on HP Web Jetadmin.

2. Scheduled exports of the IP hostname and default From email address are now completing as fast as manual exports.
3. Data collection is now possible when the regional settings are set to Korean.
4. The **Company Name** column on the **Accessory Inventory** report now shows the company name that is set on the device by using the **Fax Header Settings** configuration option.
5. HP Web Jetadmin now exports the IP address of the outgoing email servers for HP FutureSmart devices.
6. When creating an IPsec template on the **IPsec/Firewall Policy** configuration option, users can now specify a remote IP address.
7. Users can now export the **Permission Sets** column on device lists, which is available as a subcolumn of **Access Control for Device Functions**.
8. When the regional settings are set to German, starting the HP Web Jetadmin client and the initial browsing are no longer extremely slow.
9. HP Web Jetadmin now accepts a domain name that has more than 3 characters, such as .corp, for Internet fax providers.
10. Performance improvements have been made when refreshing HP FutureSmart devices that have a status of **Device Communication Error**.
11. For HP LaserJet Enterprise P3015 devices, the **HP XML Services** option is now available on the **Network Enable Features** configuration option. This configuration option is available in the **Network** category on the **Config** tab.
12. In the HP Web Jetadmin Firmware Repository, firmware-friendly names for HP FutureSmart devices, such as HP FutureSmart 2 SP2.06, no longer appear as the actual version.
13. When creating a device configuration template for the HP Enterprise MFP UPI, the **Save to SharePoint®** option is now available on the **Access Control for Device Functions** configuration option. This configuration option is available in the **Security** category on the **Config** tab.

14. The title of the **Default Original Density** configuration option has been changed to **Copy Contrast** so that it aligns with the EWS. This configuration option is available in the **Copier** category on the **Config** tab.
15. The title of the **Notification Condition (Fax Receive Settings)** column on device lists has been changed to **Condition on which to notify (Fax Receive Settings)**.
16. HP Web Jetadmin can now retain a higher number of toner alerts without influencing the other toner alerts that are sent
17. For HP LaserJet P4014, HP LaserJet P4015, and HP LaserJet P4515 devices, SSL/TLS support can now be configured.
18. On the final page of the **Edit Solution** wizard, the **Edit** button has been changed to the **Apply** button.
19. HP Web Jetadmin now allows a limit of 300 for the **Job Storage Limit** configuration option. This configuration option is available in the **Device** category on the **Config** tab.
20. For HP legacy devices, HP Web Jetadmin now displays all of the values for fax notifications in a new device list column called **Condition upon which to notify (Oz/Legacy)**. This new column is available in the first level of the tree in the **Select Columns** window. For other devices, the **Condition on which to notify** column is still available as a subcolumn of **Fax Receive Settings**.

Known issues

The HP Web Jetadmin software teams are addressing the following known issues. For more information about fixes and product enhancements in future releases of HP Web Jetadmin, check this document regularly or use **HP Subscriber's Choice Alerts** on www.hp.com.

1. When upgrading to HP Web Jetadmin 10.3 SR7, HP Web Jetadmin will manage the HP Officejet Pro X476/X576 MFP and HP Officejet Pro X451/X551 devices by using the Universal Plug-in (UPI) or the discrete plug-in, depending on the firmware version that is installed on the device.
 - In HP Web Jetadmin 10.3 SR6 and earlier, HP Web Jetadmin will use the discrete plug-in to manage these devices.
 - In HP Web Jetadmin 10.3 SR7, HP Web Jetadmin will use the HP Officejet Pro MFP UPI to manage the HP Officejet Pro X476/X576 MFP devices if firmware later than version 1419BR is installed.
 - In HP Web Jetadmin 10.3 SR7, HP Web Jetadmin will use the HP Officejet Pro UPI to manage the HP Officejet Pro X451/X551 devices if firmware later than version 1419BR is installed.
 - In HP Web Jetadmin 10.3 SR7, HP Web Jetadmin will use the discrete plug-in to manage these devices if firmware version 1419BR or earlier is installed.

Issue: HP Web Jetadmin 10.3 SR7 might not automatically display the new features that are included in firmware that is later than version 1419BR if the HP Officejet Pro X476/X576 MFP and HP Officejet Pro X451/X551 devices are upgraded from firmware version 1419BR to a later version *after* HP Web Jetadmin 10.3 SR7 is installed.

Solution: To resolve this issue, perform one of the following options:

- Upgrade the firmware on the HP Officejet Pro X476/X576 MFP and HP Officejet Pro X451/X551 devices *before* upgrading to HP Web Jetadmin 10.3 SR7.
 - If an upgrade to HP Web Jetadmin 10.3 SR7 occurred *before* the HP Officejet Pro X476/X576 MFP and HP Officejet Pro X451/X551 devices are upgraded to firmware later than version 1419BR, go to **Control Panel > System and Security > Administrative Tools > Services**, and then restart HPWSProAdapter.
2. **Issue:** HP Web Jetadmin 10.3 SR7 might not automatically display the new features that are included in firmware that is later than 1419BR if the HP Officejet Pro X476/X576 MFP and HP Officejet Pro X451/X551 devices are upgraded from firmware version 1419BR to a later version *after* HP Web Jetadmin 10.3 SR7 is installed.


Solution: To resolve this issue, perform one of the following options:

- Upgrade the firmware on the HP Officejet Pro X476/X576 MFP and HP Officejet Pro X451/X551 devices *before* upgrading to HP Web Jetadmin 10.3 SR7.
 - If an upgrade to HP Web Jetadmin 10.3 SR7 occurred *before* the HP Officejet Pro X476/X576 MFP and HP Officejet Pro X451/X551 devices are upgraded to firmware later than version 1419BR, go to **Control Panel > System and Security > Administrative Tools > Services**, and then restart HPWSProAdapter.
- HP is currently investigating this issue.
3. **Issue:** For group names that contain a comma (,), left bracket ([), or right bracket (]), these special characters are not changed to underscores (_) in auto groups and filters when upgrading from HP Web Jetadmin 10.3 SR1 and earlier to the current release.

Resolution: Upgrade to HP Web Jetadmin 10.3 SR2, and then upgrade to the current version of HP Web Jetadmin.

Workaround: Manually edit the filters and select the correct groups. The filters might contain numbers, such as 46f4d2cb-00e2-43e1-99, instead of the group name.

4. For HP LaserJet Pro devices, such as the HP LaserJet Pro MFP M225, users can disable the Fax feature only via the device control panel. After disabling the Fax feature, the **Fax** category is still available on the **Config** tab in HP Web Jetadmin. However, when users select the **Fax** category, HP Web Jetadmin displays a dialog with the following message: **Error reading device settings. Empty values will be displayed.** All of the other configuration options are still available in HP Web Jetadmin.
5. Device Utilization by User data collections are resource-intensive and reduce printing speed. Therefore, Device Utilization by User data collections should be enabled only sparingly.

 **NOTE:** The HP Officejet Pro X476 MFP and HP Officejet Pro X576 MFP devices do not support the Device Utilization by User data collection type.

6. For HP Officejet Pro devices, such as the HP Officejet Pro 251 and HP Officejet Pro X476, if a password is set by using the HP Embedded Web Server (EWS) on the device and then the password is removed by using the EWS on the device, HP Web Jetadmin continues to prompt for credentials when other options are configured.

Workaround: Set the EWS password from the device instead of by using the EWS.

7. When applying device configuration templates that contain a large number of settings, such as more than 60 Quick Sets, a timeout might occur. To prevent these timeouts, perform the following steps:
 - a. Open the HP.Imaging.Wjp.Communication.Protocol.Web.Services.ITransfer.config.xml file in Notepad or a similar text editor. This file is available from the following directory:

```
C:\Windows\ServiceProfiles\NetworkService\AppData\Local\Hewlett-Packard\HPWebJetadmin\WjaService\config
```
 - b. Increase the timeout interval from 60 seconds to 120 or 180 seconds.
 - c. Close and save the XML file.
8. A new required parameter has been added to the command syntax to perform a silent installation of HP Web Jetadmin 10.3 SR6 from the command line. To perform a silent installation, enter the following command on the command line:

```
Wjasetup.exe /S /v/qn /v"WJA_EULA=ACCEPT  
ENABLE_ANONYMIZED_DATA_COLLECTION=TRUE"
```

9. The **Fax Send Setting** configuration option does not work for PC-connected HP Officejet Pro 8600 Series and HP Officejet Pro 8500A devices.
10. For the HP LaserJet M4555 MFP and HP Color LaserJet CM4540, sleep mode can now be disabled by using the **Sleep Timer Settings** configuration option. Previously, this configuration option was called **Simple Power Management for One Watt**.

For HP FutureSmart devices, the **Sleep Timer Settings** configuration option includes the option to specify the number of minutes for the sleep delay. Any existing device configuration templates for HP FutureSmart devices that include the **Sleep Delay (Minutes)** configuration option must be updated to include the **Sleep Timer Settings** configuration option.

For non-HP FutureSmart devices, the **Sleep Delay (Minutes)** configuration will continue to be supported.

11. For HP LaserJet Pro, HP Officejet Pro, and HP FutureSmart devices that use a UPI and have a firmware version earlier than 23.2.1 installed, WS Discovery must be enabled.

If WS Discovery is disabled on HP LaserJet Pro and HP Officejet Pro devices, HP Web Jetadmin uses the correct UPI and displays a status of **Device Communication Error** for these devices after a device discovery or a full refresh is performed.

If WS Discovery is disabled on HP FutureSmart devices, HP Web Jetadmin uses a generic device model instead of the correct UPI after a device discovery or full refresh is performed.

A device refresh does not change the device status. **Solution:** If a device has a status of **Device Communication Error** or a generic plug-in is used, the device remains in that status after a refresh is performed. To display the device correctly, enable WS Discovery on the device, delete the device from HP Web Jetadmin, and then rediscover the device.

12. HP Web Jetadmin does not display all of the solutions that are installed on HP FutureSmart devices on the **Solutions** tab, although all of the solutions are displayed on the **General** tab in the device HP Embedded Web Server.

Workaround: Most solutions are used with a Home screen application. To display the installed solutions for HP FutureSmart devices, users can create an automatic group with filters for the solution's Home screen application. For example, the following is the filter for a Home screen application called NSE Scanner:

```
AnyItem([Home Screen Applications.All Apps], [EQ([Item.Application Title\], \[NSE SCANNER\])])
```

13. For HP FutureSmart devices that have been in deep sleep mode (1 Watt mode), HP Web Jetadmin might display them with a **Device Communication Error** status.

Solution: Disable Sleep mode or upgrade the firmware to HP FutureSmart Bundle 3.2 or later.

14. In cases where users were using HP Web Jetadmin 10.3 SR3 with HP LaserJet Enterprise MFP flow M830 and HP LaserJet Enterprise M806 devices, these devices have a **Device Communication Error** status after upgrading to HP Web Jetadmin 10.3 SR4 or later.

Solution: To correctly map the UPI to the HP LaserJet Enterprise MFP flow M830 and HP LaserJet Enterprise M806 devices and re-establish communication, delete the devices and rediscover them.

Background information: Note the following information about the HP LaserJet Enterprise MFP flow M830 and HP LaserJet Enterprise M806 devices:

- In HP Web Jetadmin 10.3 SR3, these devices use the discrete plug-in.
 - In HP Web Jetadmin 10.3 SR4 and later, these devices use the Universal Plug-in (UPI).
 - When the HP Web Jetadmin service restarts after upgrading from HP Web Jetadmin 10.3 SR3 to HP Web Jetadmin 10.3 SR4, the plug-ins are remapped.
 - Because these devices no longer have discrete plug-in support after the upgrade, they only have HP generic plug-in support, which results in a **Device Communication Error** status.
15. When the Federal Information Processing Standards (FIPS) policy is enabled on the server hosting HP Web Jetadmin, all of the discovered devices are displayed with a status of **Device Communication Error**.

Workaround:

- a. Make a backup of the Windows registry before performing the following steps.
- b. Navigate to the following location of the Windows registry on the server hosting HP Web Jetadmin, and modify the following registry key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\FipsAlgorithmPolicy\Enabled
- c. To disable the FIPS policy, change the Value data from 1 to 0.
- d. Close the Windows registry.
- e. Reboot the server.

- 16. Issue:** HP Web Jetadmin will not install properly on a Traditional Chinese Windows 7 SP1 (64-bit) system due to an incomplete installation of Microsoft SQL Server.

Background: The Locale ID in the Windows Registry (HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Perflib) is missing. During the SQL Server installation, the installer checks the OS location and Locale ID in the Windows Registry. If the Locale ID is missing or does not match the OS location, the installer returns the `Performance counter registry hive corrupt` error message and the SQL Server installation fails.

Workaround: To add a Locale ID key, perform the following steps:

- a. Run Regedit.
- b. On the **Registry Editor** window, navigate to the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Perflib
- c. Right-click the **0404** folder, and then select **Export**.
- d. On the **Export Registry File** window, enter a name for the .reg file, navigate to the location to save the file, and then click the **Save** button.
- e. Right-click the exported .reg file, and then select **Edit**.
- f. In the second line, change `0404` to `0C04`.
- g. Close and save the exported .reg file.
- h. Double-click the exported .reg file, and import the file into the Windows Registry.

When the import is complete, a 0C04 folder is available in the same path as the 0404 folder.

After the Locale ID key is added, the SQL Server installation will complete successfully.

For more information about this issue, see the following Microsoft support articles:

- [How to manually rebuild Performance Counter Library values](#)
- [Microsoft Locale ID Values](#)

- 17.** When the serial number of a device is changed and then a full refresh or discovery is performed, HP Web Jetadmin tries to communicate with the old serial number, even after the device is deleted from the database. This issue will be resolved in the next release of HP Web Jetadmin.
- 18.** Devices that are members of at least one device group appear in the **Ungrouped Devices** device list. HP is currently investigating this issue.

19. The number of devices that appear in parentheses for a data collection type does not match the number of devices that have been added to that data collection type. HP is currently investigating this issue.
20. **Issue:** Templates that had the **Sleep Delay (Minutes)** configuration option enabled for HP FutureSmart devices before upgrading to HP Web Jetadmin 10.3 SR6 will no longer show the **Sleep Delay (Minutes)** configuration option for these devices after the upgrade.

Background information: For HP FutureSmart devices, the **Sleep Delay (Minutes)** configuration option was renamed to **Sleep Timer Settings**.

Solution: Edit all of the templates for HP FutureSmart devices that include the **Sleep Delay (Minutes)** configuration option, and configure the setting for the **Sleep Timer Settings** configuration option. A script is available that will identify all of the affected templates. To obtain the script and for more information, contact HP technical support.

After you run the script, open the CorrectedTemplates.txt log file. If there are any templates listed under '**Sleep Delay(minutes)' templates (Needs attention)**, edit those templates. If the **Settings Not Application** dialog appears after clicking the **Next** button in the **Edit Device Configuration Template** wizard, go to the **Sleep Timer Settings** configuration option and set the values that are required for your environment.

This issue with the templates occurs only when customers upgrade from HP Web Jetadmin 10.3 SR5 and earlier to HP Web Jetadmin 10.3 SR6 and later. Customers must edit any existing templates that include this configuration option.

This issue has been addressed in HP Web Jetadmin 10.3 SR7.

21. On the **Data Collection and Use Statement** window, users might encounter truncated text in the non-English version on Windows 8.1 and Windows Server 2012 R2.

Workaround: To resolve this issue, perform the following steps:

- a. Go to **Control Panel > Appearance and Personalization > Display**.
- b. In the left pane, click the **Adjust ClearType text** option. The **ClearType Text Tuner** wizard starts.
- c. Clear the **Turn on ClearType** checkbox, and then click the **Next** button.
- d. Follow the instructions on the subsequent wizard windows.

For more information about this truncation issue, see the following Microsoft support documents:

- [Make text easier to read using ClearType](#)
- [Some desktop applications may appear blurred on high-DPI displays](#)

Improvements and fixes in previous releases of HP Web Jetadmin

HP Web Jetadmin 10.3 SR7 (10.3.93994)

The following are the improvements and fixes made in HP Web Jetadmin 10.3 SR7 (10.3.93994):

1. After upgrading to HP Web Jetadmin 10.3 SR7, templates that were missing the **Display Print Page on Information Tab** setting will now show the **Display Job Log on Information Tab** setting.
2. All of the settings that were previously available on the **Simple Power Management for One Watt** configuration option were moved to the new **Sleep Timer Settings** configuration option in HP Web Jetadmin 10.3 SR6. After upgrading to HP Web Jetadmin 10.3 SR7, templates that had the **Simple Power Management for One Watt** configuration option enabled will now show the **Sleep Timer Settings** configuration option.

HP Web Jetadmin 10.3 SR6 (10.3.93671)

The following are the improvements and fixes made in HP Web Jetadmin 10.3 SR6 (10.3.93671):

1. When deleting HP FutureSmart devices that have a device communication error, the devices are now deleted without an abnormal delay.
2. For the HP Color LaserJet CP4525 and HP Color LaserJet CP4025 toner cartridges, the Supply Usage report now displays the correct values for the Average Supply Coverage % fields.
3. The startup time for the HP Web Jetadmin client and the initial navigation through the software when a high number of device groups is present has been decreased. In addition, users are no longer required to change the Region and Language settings to English to gain the best performance.
4. During device discoveries, the use of some SNMP packets without a Community name has been known to trigger alarms on some UPS devices or generate traps on some HP devices, such as the HP LaserJet 1522mfp. This issue has been fixed by sending SNMP packets with a Community name during device discoveries.
5. HP Web Jetadmin no longer requires a default From address if the user's address is selected when configuring the Scan to Email feature.
6. When upgrading from HP Web Jetadmin 10.3 SR1 to HP Web Jetadmin 10.3 SR3, SR4, or SR5, the group filters reflected the GUIDs instead of the actual group names. When upgrading from HP Web Jetadmin 10.3 SR1 through SR5 to HP Web Jetadmin 10.3 SR6, the group filters reflect the actual group names with the full path.
7. For HP FutureSmart devices, the **Auto**, **Mixed A3/A4**, and **Mixed Letter/Ledger** settings for the **Default Original Media Size** configuration option can now be set correctly in HP Web Jetadmin. This configuration option is available from the **Copier** category on the **Config** tab.
8. When a parent group is renamed, subgroups that use the **Contains item** option for the **Filter Function** and specify the name of the parent group are now updated automatically.
9. For HP FutureSmart devices, support has been added for the **LDAP Name Attribute** column. This column is available under the **Windows Sign In Setup** column.
10. Discovery history can now be deleted successfully without the HP Web Jetadmin client crashing.
11. Link speed values are now reported correctly for devices that are connected at 1000T.

12. For the HP LaserJet M9050 MFP, HP LaserJet P4015, HP LaserJet M5035 MFP, and other affected HP devices, the Supply Replacement Forecast report now lists the Maintenance Kit, Transfer Kit, and Drum Kit information.
13. For the HP LaserJet M9050 MFP, HP LaserJet P4015, HP LaserJet M5035 MFP, and other affected HP devices, the Supply Replacement Forecast report now lists the Maintenance Kit information.
14. For the HP LaserJet MFP M725, the **Display Options on Information Tab** configuration option is now available from the **Security** category on the **Config** tab.
15. If a PC-connected device is initially discovered via HP SNMP Proxy Agent, the device can now be rediscovered via another proxy server. This means that devices, such as the HP LaserJet M401, display the toner information correctly after a rediscovery, even if the device was initially discovered via HP SNMP Proxy Agent.
16. HP Web Jetadmin now allows the ampersand (&) character in the search root when configuring LDAP authentication. This matches the functionality in the HP Embedded Web Server (EWS).
17. The **T37 prefix** setting on the **Fax Send Settings** configuration option now allows the equal sign (=) character. This configuration option is available from the **Fax** category on the **Config** tab.
18. In a DHCP environment, HP Web Jetadmin no longer changes the hostname if a printer is turned off and another device uses the printer's IP address.
19. For the HP Color LaserJet 700 M725, the **Inactivity Timeout** configuration option is now available from the **Device** category on the **Config** tab.
20. When templates that contain passwords are renamed, the settings are applied successfully, and HP Web Jetadmin no longer continues asking for credentials.
21. For the **SMTP Gateway Settings** configuration option, 16 MB, 24 MB, and 32 MB options have been added for the **Maximum attachment size** setting. The **SMTP Gateway Settings** configuration option is available from the **Digital Sending** category on the **Config** tab. When other values are set for the **Maximum attachment size** setting, HP Web Jetadmin can still configure the SMTP gateway settings.
22. Subscribing to drum alerts is now possible for devices that are supported with the HP Enterprise MFP UPI or HP Enterprise UPI, such as the HP Color LaserJet Enterprise flow MFP, HP Color LaserJet Enterprise M880, HP Color LaserJet Enterprise M855, and HP Color LaserJet Enterprise MFP M680.
23. When downloading firmware bundles to the repository, users can select several firmware files to download at the same time. If a selected firmware file is missing on the FTP server, HP Web Jetadmin no longer stops the entire download process.
24. For various HP FutureSmart devices, the **Status** tab and **Status** column now report **In Deep Sleep** instead of **STATUS_IN_DEEP_SLEEP**.
25. Importing groups is now faster. The **Parent group** button in the **Import Groups** wizard now works consistently.
26. When a user exports column data and selects the **Email** option as the destination, HP Web Jetadmin no longer stores a copy of the report in the following directory:

C:\Windows\ServiceProfiles\NetworkService\AppData\Local\Hewlett-Packard\HPWebJetadmin\WjaService\Export
27. When applying a device configuration template that includes the **LDAP Settings** configuration option to the HP LaserJet Enterprise 500 MFP M525 and HP LaserJet Enterprise 500 Color MFP M575 devices, HP Web Jetadmin displays a result of **Invalid Data**. To match the behavior of the EWS, HP Web Jetadmin no longer allows users to select both the **Simple** option for the **LDAP server authentication** setting and

- the **Use MFP user credentials to connect after sign in at the control panel** checkbox and requires a username for the LDAP settings.
28. The HP LaserJet 4350 device does not support the **Time Services** configuration option. HP Web Jetadmin no longer shows it as a configurable option for this device.
 29. When copying a search root directory into a new template, the text **(not specified)** no longer remains in front of the search root entry.
 30. After renaming a template that contains a password, the templates could no longer be used because HP Web Jetadmin kept asking for credentials. HP Web Jetadmin now maintains the password information in a template after the template is renamed.

HP Web Jetadmin 10.3 SR5 (10.3.91358)

HP Web Jetadmin 10.3 SR5 (10.3.91358) added monitoring support for the new HP Enterprise S Series class of MFP color and monochrome devices. No additional improvements or fixes have been included in this release. Configuration options for the new HP Enterprise S Series class of MFP color and monochrome devices will be offered in a later release. Users who have already installed HP Web Jetadmin 10.3 SR4 on a production server should carefully consider the necessity of upgrading to HP Web Jetadmin 10.3 SR5 due to the aforementioned minimal changes between HP Web Jetadmin 10.3 SR4 and HP Web Jetadmin 10.3 SR5.

HP Web Jetadmin 10.3 SR4 (10.3.90613)

The following are the improvements and fixes made in HP Web Jetadmin 10.3 SR4 (10.3.90613):

1. Optimization improvements have been made for Simplex/Duplex reporting. The **Total Blank Impression** value is now properly displayed in the Device Utilization report.
2. When a third-party solution is installed, HP Web Jetadmin correctly displays the **SecureJet Access Control** and **SecureJet Enrollment Agent** options in the **Access Control for Device Functions** configuration option.
3. Multiple solution templates can be created with different configuration URL values.
4. The export and import functionality for configuration templates that contain user-defined fields is no longer blocked in HP Web Jetadmin. This means that templates with user-defined fields can be exported and imported successfully only on a single HP Web Jetadmin installation.
5. Editing a device configuration template no longer causes the **User Editable** checkboxes on the **Quick Sets** configuration option to be selected again.
6. For HP LaserJet Enterprise 500 MFP M525 devices, the Quick Sets metadata file format now displays correctly.
7. Quick Sets now display in HP Web Jetadmin in the same order that they display in the HP Embedded Web Server.
8. Users can now export the values and details for the **Home Screen Applications** configuration option.
9. For HP LaserJet M-Series MFP devices, the device value load times work properly.
10. For HP LaserJet Enterprise 700 color MFP M775 devices, the Device Utilization by User report can now be generated.
11. The Enable Send to Email functionality can now be set and configured properly in HP Web Jetadmin.

12. For HP Color LaserJet CP4525/4520 Series and HP Color LaserJet CP4025/4020 Series devices, HP Web Jetadmin correctly displays the color supplies information.
13. For several HP Jetdirect cards, Link Speed support has been added.
14. For HP FutureSmart devices, the **Sleep Delay Time** configuration option can now be properly configured.
15. For HP Color LaserJet CM6040MFP devices, the **Fax Number Confirmation** configuration option is available.
16. For HP FutureSmart devices, various fax configuration options can now be set correctly.
17. For HP Color LaserJet CP3525, P3015, and P4015 devices, HP Web Jetadmin can set a PJL password with a much wider range.
18. HP Web Jetadmin no longer removes Home screen applications that should be left unchanged during configuration.
19. New auto group filters that are defined as **Device Group Contains Item <subgroup>** now populate correctly. However, existing filters must be edited and the subgroup must be reselected. The full path to the subgroup is included in an existing filter only after reselecting the subgroup and saving the filter.
20. The **LAN Fax Service Settings** configuration option no longer disappears. In addition, the **Condition on which to notify** list retains the default value of **Do not notify** when the **Fax Notification** configuration option is configured with the following options via the HP Embedded Web Server and HP Web Jetadmin:
 - **For Send faxes only**
 - **For Errors on Sending faxes**
 - **For Errors on Receiving faxes**

This applies to HP Color LaserJet CM6040 MFP, HP Color LaserJet CM3530 MFP, HP LaserJet M9040 MFP, and HP LaserJet M3035 MFP devices.
21. Re-applying Quick Sets on an HP device no longer fails if one of the Quick Sets requires a password.
22. Users can enable and disable the **FTP Printing** setting on the **Network Enable Features** configuration option. This configuration option is available in the **Network** category on the **Config** tab.

When FTP is enabled on HP LaserJet M4345 MFP devices, the **FTP Printing** setting is available in the list of network features in HP Web Jetadmin. When FTP is disabled on these devices, the **FTP Printing** setting is now also available in the list of network features.
23. After running the restore.bat file under WJABackupRestore, the .dat file is no longer deleted from the C:\hwpwja_backup directory.
24. The default timeout for firmware upgrades has been changed from 1 hour to 2 hours to increase the success rate of firmware upgrades on slower networks.
25. For legacy HP LaserJet devices, fonts and macros that have file names that are more than 50 characters can now be applied.

HP Web Jetadmin 10.3 SR3 (10.3.88120)

The following are the improvements and fixes made in HP Web Jetadmin 10.3 SR3 (10.3.88120):

1. The **EWS Information Page Protection** configuration option has been added for the HP Color LaserJet CP4520 Series. This option is available in the **Security** category on the **Config** tab.
2. Users can enter special characters in the **User name** field on the **Fax Send Settings** configuration option. This option is available in the **Fax** category on the **Config** tab. To configure the user name, select the **Enable fax send** checkbox, select **LAN Fax Service** from the **Fax send method** list, and then enter the user name information in the **Folder Settings** section.
3. Optimized code has been added to HP Web Jetadmin 10.3 SR3 to enhance performance when devices are deleted from automatic groups.
4. When configuring an Access Control List (ACL), HP Web Jetadmin now sends the IP address and subnet mask together. In previous versions, HP Web Jetadmin sent the IP address in a separate package and the printer automatically added a subnet mask of 255.255.255.255. This method blocked HP Web Jetadmin from accessing the printer if the first IP address was not the IP address of the HP Web Jetadmin server. Now HP Web Jetadmin can configure custom subnet masks.

The **Access Control List** configuration option is available in the **Security** category on the **Config** tab. The first item in the ACL must be the IP address of the HP Web Jetadmin server or an IP address with a wide subnet mask that includes the IP address of the HP Web Jetadmin server.
5. When setting or modifying the **Duplex Binding** configuration option for the HP LaserJet 600 Series, users are no longer prompted to enter HP Embedded Web Server (EWS) credentials. This option is available in the **Device** category on the **Config** tab.
6. For HP FutureSmart MFPs, when a user configures the **Enable Send to Email** option, but does not configure the **Outgoing Server** option and configure the **Default from** setting on the **Email Address/Message Settings** option, HP Web Jetadmin now reports an error message instead of claiming success when nothing was configured.
7. Previously, HP Web Jetadmin did not accept special characters when setting up LDAP authentication on the HP LaserJet M4555. This has now been fixed. In the HP Embedded Web Server (EWS), you can specify two LDAP servers, separated by the pipe symbol (|).
8. The **Media Type Administration** configuration option is now available for the HP LaserJet 700 M712 and HP LaserJet 700 color MFP M775. This option is available in the **Device** category on the **Config** tab.
9. After upgrading to HP Web Jetadmin 10.3 SR3, automatic groups that contain filters that also contain device groups work correctly. Previously, the upgrade to HP Web Jetadmin 10.3 SR2 resulted in broken subgroups.
10. The **Inactivity Timeout** configuration option is now available for the HP Color LaserJet 700 M775. This option is available in the **Device** category on the **Config** tab.
11. The Cartridge Very Low and Fuser Very Low alert messages are no longer triggered when the printer door is opened on HP Color LaserJet CM3530 MFP, HP Color LaserJet CM6040 MFP, and HP LaserJet M9050 MFP devices.
12. Users can now correctly configure and edit the **Home Screen Language Selection** configuration option by using configuration templates.
13. The **LDAP Settings** configuration option can now be configured successfully in batch mode for HP FutureSmart devices. This option is available in the **Digital Sending** category on the **Config** tab.
14. HP Web Jetadmin has been modified to correctly reflect the image drum installation date and other details in the columns and reports for the HP Color LaserJet CM6040 MFP.

15. When a user applies the **LAN Fax Service Settings** configuration option in HP Web Jetadmin to a device, the **Send Fax as LAN Fax Service** option on the device itself is now also set. When a user applies the **Fax Modem Settings** configuration option in HP Web Jetadmin to a device, the **Send Fax as directly from the device's internal modem** option on the device itself is now also set. The **LAN Fax Service Settings** and **Fax Modem Settings** configuration options are available in the **Fax** category on the **Config** tab. This code change applies to legacy HP LaserJet MFP devices.
16. The Edit functionality and configuration process of the Pharos solution installer is now working correctly.
17. The **Resend Upgrade** value has been removed from the **Status** category in the **Filter Editor**.
18. HP Web Jetadmin no longer displays an error when users import .jar files by using the **Device Management > Solutions > Repository** feature.
19. The **Captaris RightFAX-HP MFP Module** option is now available from the **Third party LAN fax product** list on the **Fax Send Settings** configuration option. This option is available in the **Fax** category on the **Config** tab.
20. HP Web Jetadmin 10.3 SR3 now displays the correct device image for the HP LaserJet Enterprise flow MFP M525c.
21. HP Web Jetadmin no longer displays an error when an Auto Cleaning Page template is applied to an HP Color LaserJet Enterprise CM4540 MFP that has an Input Output Filter (IOF) based solution installed.
22. In HP Web Jetadmin 10.3 SR3, a Communication Error no longer occurs when the user selects a device in a device list, clicks the **Solutions** tab, initiates the Edit Solution wizard, and then selects the **Unset** option.
23. Media types are now sorted in the correct order in template mode.
24. Users can now successfully subscribe to the Transfer Kit Supply Threshold alert on the HP Color LaserJet CP4525.

HP Web Jetadmin 10.3 SR2 (10.3.86392)

The following are the improvements and fixes made in HP Web Jetadmin 10.3 SR2 (10.3.86392):

1. Third-party applications that are saved to a template by using the single configuration method can now be selected in the **Authentication Manager** configuration option when applying the template to other devices if those third-party applications were selected for at least one function under **Authentication Manager** when the template was created.
2. Users can now select the **LLMNR** option on the **Network Enable Features** configuration option for HP LaserJet devices that support this feature. This configuration option is available in the **Config** tab > **Network** category.
3. Users can now correctly configure the **WEP-Personal** and **WPA-Personal** settings for the Jetdirect 2700w when HP Web Jetadmin is installed on a Japanese operating system.
4. HP Web Jetadmin correctly displays the **Email Address/Message Settings** column status for HP LaserJet MFPs and HP Color LaserJet MFPs that support this feature. This configuration option is available in the **Config** tab > **Digital Sending** category.
5. The **Control Panel Display** configuration option now appears correctly for HP FutureSmart devices. This configuration option is available in the **Config** tab > **Device** category.

6. Firmware upgrades can now optionally be instructed to bypass the status-checking portion of the upgrade to improve performance and allow for many more upgrades to be sent in a given time period. Instead of waiting for successful completion of the entire upgrade, HP Web Jetadmin now claims success as soon as the image is delivered to the device, allowing for subsequent images to be sent earlier. For more information about enabling this features, see the white paper titled *Upgrading Firmware using HP Web Jetadmin*. This white paper is available from the [HP Support Center](#).
7. The Pharos **Print Release** option is now available in HP Web Jetadmin from the **Config** tab > **Device** category > **Home Screen Applications** configuration option for HP FutureSmart devices that support this feature.
8. When a user creates a filter of **Device Group - Contains Item - select group from drop-down of known groups**, HP Web Jetadmin now writes a group name instead of a group GUID into the XML. This change allows the group import/export function and filter to work properly.
9. The **SMTP Server** column now appears under the **Device** category instead of the **Obsolete** category.
10. For the HP Officejet Pro 8100, the **Print Usage** counters no longer display **<Unknown>** and now reflect the correct values in HP Web Jetadmin. Predecessor device models displayed these counters correctly.

HP Web Jetadmin 10.3 SR1 (10.3.85669)

The following are the improvements and fixes made in HP Web Jetadmin 10.3 SR1 (10.3.85669):

1. When a user creates Save to Folder Quick Sets and saves them in a template, the Quick Sets are created in alphabetical order and then sent to the device. However, when the Quick Sets reach the device, they are displayed in random order. To change the order of the Quick Sets, users must use the HP Embedded Web Server on the device or use the **A-Z** button on the control panel each time they want to send a document using the Quick Sets. This issue applies to HP FutureSmart devices. Users can now specify the order of Scan to Folder Quick Sets in the HP Web Jetadmin template.
2. The **Access Control List** section in the template wizard does not match the **Access Control List** section for the configuration of a single device. Users cannot add more than one address to the list when using the template wizard. The workaround was to use the single configuration and apply it to different device models. Users can now add multiple addresses in the template wizard for **Access Control List** for HP LaserJet devices.
3. For the HP Color LaserJet CM4540 MFP Series printers, HP Web Jetadmin does not allow certain characters to be entered in the **LDAP Server Settings** configuration option. The workaround was to use the HP Embedded Web Server on the device to enter the characters. HP Web Jetadmin now allows special characters within the LDAP server configuration for the HP Color LaserJet Enterprise CM4540 MFP.
4. Users were unable to upload multiple PJI files by using the **PJI Configuration** configuration option. The only way users were able to send multiple configurations via PJI configuration was to combine all the PJI statements into a single file. Users can now upload and send multiple PJI files via the **PJI Configuration** configuration option in HP Web Jetadmin.
5. When using HP Web Jetadmin to uninstall the Softbutton (eMail) solution on an HP LaserJet M3035 MFP, HP Web Jetadmin reports an error. However, the uninstallation completes properly. This reporting error in HP Web Jetadmin has been resolved.
6. Customers have reported that when applying a template to an HP Color LaserJet M4555 MFP that supports the **Open/Print from USB Device** configuration option, the template shows this configuration option as **<Not supported>**. However, the specified setting for that option is applied to the device successfully. Now, when applying a template to the HP Color LaserJet M4555 MFP, the template no longer shows this option as **<Not Supported>**.

7. 802.1x/PEAP now works correctly with the HP Color LaserJet Enterprise CM4540 MFP when configured using HP Web Jetadmin.
8. For HP FutureSmart MFPs, the value in the **Fax Header Settings** column was **Items: 3** instead of the actual fax number or *<Fax Header Fax Number>*. The **Fax Header Settings** column now displays the fax number correctly.
9. For the HP Officejet Pro 8600, the **Print Usage** counters no longer display **<Unknown>** and now reflect the correct values in HP Web Jetadmin. Predecessor device models displayed these counters correctly.
10. In certain configurations, the client or server might hang for long periods of time when selecting groups or creating and editing templates. The system might become unresponsive. This issue might occur on both the client and the HP Web Jetadmin server. Improved code has been added to HP Web Jetadmin to avoid redundant processing of the templates and improve performance.
11. The **Toner Density** option has been added to HP Web Jetadmin for the following products:
 - HP LaserJet M425 MFP
 - HP LaserJet 500 MFP M525
 - HP LaserJet Enterprise 600 Series M601
 - HP LaserJet Enterprise 600 Series M602
 - HP LaserJet Enterprise 600 Series M603
 - HP LaserJet Pro 400 MFP M425
 - HP LaserJet Pro 400 M401
12. The correct product images have been added to HP Web Jetadmin for the following products:
 - HP LaserJet M525 MFP Series
 - HP LaserJet M425 MFP Series
 - HP LaserJet M401 Series
13. Additional **Access Control** options are now available in the **Security** configuration section of the template wizard for HP FutureSmart devices.
14. The **Approximate Percent Remaining** column in HP Web Jetadmin now correctly reflects **100%** instead of **Not Supported** for certain HP LaserJet devices as it does in the HP Embedded Web Server.
15. The HP Web Jetadmin configuration template correctly displays all characters at a screen resolution of 1280 x 1024.
16. HP Web Jetadmin now reflects the correct values under the **Engine Cycle Count** column for the HP LaserJet 400 M401.
17. Under the **Fax Header** configuration option, users can now modify the company name and phone number independently for various HP FutureSmart and legacy LaserJet devices.
18. The Device Disconnected alert is now available for HP LaserJet 400 M401.

19. When using HP Web Jetadmin to set the Group 1 PIN code for HP LaserJet MFPs that are connected to DSS servers, HP Web Jetadmin no longer reports the error **This device is being serviced by Digital Sending Software**.
20. On HP LaserJet M600 devices, when attempting to change the mode of the 5-bin mailbox from one mode to the Function Separator mode, HP Web Jetadmin no longer displays the error message **Invalid Data when attempting this configuration: "High Capacity Output Mode > Function Separator > Invalid data"**.

HP Web Jetadmin 10.3 (10.3.83654)

The following are the improvements and fixes made in HP Web Jetadmin 10.3 (10.3.83654):

1. For the HP Designjet Z6100PS Printer Series, the status is now shown correctly when a roll of paper is loaded in the device.
2. For an HP LaserJet printer, configuring the **Envelope #10** setting of the **Paper Tray Assignments** configuration option now reports a successful configuration.
3. For the HP LaserJet 4000 Series printers, the current tray configuration is now shown correctly.
4. For various HP LaserJet single-function and multifunction printers, Tray 4 now displays correctly on the **Capabilities** tab.
5. When an HP Jetdirect 635n card is installed, various **Digital Send** and **Security** configuration options are no longer missing in HP Web Jetadmin.
6. SQL Server 2005 Express no longer generates random log files.
7. When uploading macros to the repository, HP Web Jetadmin now extracts macro IDs if they are present in the file.
8. When certain macros are pushed to the device, the file no longer appears incorrectly as a font when viewed in HP Web Jetadmin.
9. For the HP LaserJet P3015 printer, the **Time Zone** configuration option is now enabled.
10. For the HP Jetdirect J8003E (v.48.06 and later), the encryption strength now matches the encryption strength found in the HP Embedded Web Server.
11. For the HP Color LaserJet CM6040 MFP, supply gauge information now displays correctly.
12. The reference to ipptool.exe that appears in the log file after upgrading HP Web Jetadmin has been identified and resolved.
13. For the HP Color LaserJet CM6040 MFP, the tray size and type administration is now working correctly.
14. The following **Supply** columns have been moved from the **Obsolete** category to the **Supplies** category:
 - **Document Feeder Kit**
 - **Drum Spittoon**
 - **Web Wipe**
 - **Stapler, Stapler (Secondary), and Stapler (Tertiary)**
 - **Toner Collection Unit**

15. Users can now toggle the **Enable DHCPv4 FQDN compliance with RFC 4702** configuration option in the **Network** category.
16. For the HP LaserJet P2055 printers and HP Jetdirect J8017E, the **System Contact** configuration option in the **Network** category is now available.
17. Users can optionally connect to a remote SQL server by using a port other than default port 1433.
18. Administrators can now set a password for the LAN fax folder.
19. For the HP LaserJet Enterprise 600 M603 Series printers, administrators can now configure custom media types.
20. On the **Status** tab, the German translation of **Hardware Address (MAC)** has been corrected.
21. For the HP Color LaserJet Enterprise CM4540 MFP, users can now apply Quick Sets when the **One Touch** option is selected and the **Default From** is not specified.
22. In the **Tools > Options > Shared > Server Maintenance > Configuration** option, if the **Retention time** option is set to **1** day, the configuration history is now removed successfully.
23. For the HP Officejet Pro 8600 and HP Officejet Pro 8000 Enterprise A811a printers, correct values are now displayed in the **Engine Cycle Count** column.
24. The SMTP hostname now allows underscores in the name for devices that support SMTP Gateway settings.
25. For the HP LaserJet P4014, P4015, and P4515 Printers and HP LaserJet Enterprise 600 Printer M60X Series, support for the 5-Bin mailbox has been added.
26. For the HP LaserJet P3015 printer, the supply level detail in the device list and **Status** tab now updates correctly after the toner is replaced.
27. URL validation now properly evaluates the Model Name macro when configuring a URL in HP Web Jetadmin.
28. The DatabaseSettings.config.xml file is now shipped with HP Web Jetadmin.
29. License Manager correctly accepts the entire valid license when using the copy/paste function.
30. For HP FutureSmart devices, the **System Name** configuration option can include underscores.
31. Minor code changes have been made to resolve an issue with the HP Embedded Web Server/admin password not being set correctly after it has been set by applying an HP Web Jetadmin template. This issue applies to legacy HP LaserJet devices.
32. For HP FutureSmart devices, the Access Control templates now correctly lock items.
33. For the HP Color LaserJet CP4520 Series Printers, users can now set the consumable threshold settings.
34. For the HP Color LaserJet CP4525, CP4025, CP3525, and CM3530 MFPs, the **Contact Person** configuration option in the **Device** category has been added.

HP Web Jetadmin 10.2 SR7 (10.2.80493)

The following are the improvements and fixes made in HP Web Jetadmin 10.2 SR7 (10.2.80493):

1. Imported configuration templates no longer drop values for items that contain the same name.
2. The **SNMP Version Access Control** configuration option no longer requires a reset of the credentials.

3. HP Web Jetadmin has increased the number of characters supported for the device asset number from 8 characters to 32 characters.
4. HP Web Jetadmin now supports color impressions for the HP Color LaserJet CP3525 and CP4520 devices.
5. HP Web Jetadmin now sends Home Screen details correctly to the HP LaserJet and Color LaserJet MFP devices.
6. Data collection for the HP LaserJet CM8060 MFP and similar models no longer fails after upgrading to HP Web Jetadmin 10.2 SR5 Hotfix.
7. In the **Security** configuration category, the **Encryption Strength** configuration option is no longer blocked for HP Jetdirect (J6057A).
8. When creating or editing templates, client crashes that result in an **Unexpected Error** no longer occur when you select a **Sign In Method** option for **E-mail application**.
9. The numbers provided in the Groups category in Reports are now shown correctly.
10. The **Access Control for Device Functions** configuration option no longer fails with an **Invalid Data** error.
11. The **Access Control for Device Functions** column is now populated correctly for various HP LaserJet devices.
12. New calculation algorithms have been implemented for the Supply Replacement Forecast report.
13. The HP Web Jetadmin installer no longer aborts if port 8000 is in use.
14. Additional filtering logic has been implemented to provide the correct IP status for devices that have been replaced and show as **Unknown** in HP Web Jetadmin.
15. HP Web Jetadmin no longer incorrectly blocks the **Bootloader Password** configuration option for the HP Color LaserJet 3800, 4700, CP3505, and CP3525 devices.
16. When using a group policy to upgrade device firmware, HP Web Jetadmin no longer upgrades device firmware if the same version of firmware is detected and already installed on the device.
17. Setting the number of ping retries is now a configurable item as part of discovery in HP Web Jetadmin.
18. DST settings are now a configurable item on the HP LaserJet P3015.
19. Supply columns have been enabled for the HP Color LaserJet CM3530.
20. The **Estimated Pages Remaining** column has been enabled for the HP Color LaserJet CM6040.
21. The **Estimated Pages Remaining** column for black toner has been enabled.
22. The Toner and Drum supply gauges now show labels correctly.
23. HP Web Jetadmin now sends alerts for **Cartridge Very Low** events.
24. The **Print PS Errors** configuration option has been enabled for the HP LaserJet 4345 MFP.
25. The **Daylight Saving Time** configuration option has been enabled for the HP Color LaserJet 4730 MFP.
26. In the **Digital Sending** configuration category, the **Username** option in the **LDAP Settings** configuration option now allows the comma (,) and backslash (\) extended characters.
27. The fax settings for the HP Color LaserJet CM4540 MFP are now configured correctly when the dollar sign (\$) symbol is used.

28. The **Send to Network Folder** functionality is now working correctly with legacy HP LaserJet MFP devices.
29. The **Tray Administration** configuration option has been enabled for HP Color LaserJet CP4520 series devices.
30. For the **Kerberos Authentication** configuration option, the first domain in the list is now considered the default if it is not specified by the user.
31. Equitrac and other authentication solutions are now available in the **Access Control for Device Functions** configuration option.
32. The HP LaserJet 4050 and HP LaserJet 8150 now report total pages on the color/mono report.
33. The **System Contact** and **System Location** configuration options are now available in the **Network** category on the **Config** tab.
34. HP Web Jetadmin now allows the discovery of devices using hostnames that begin with a number.
35. Supply utilization data collections are now successful when using introductory cartridges in the HP Office Jet 8500A Plus.
36. The **Envelope #10** option in the **Paper Tray Assignments** configuration option no longer fails for the HP Color LaserJet CP3525 and other device models.
37. For JDI models (J7993E, J8003E, J8004E, J8011E, J8013E, and J8017E), the **TCP/IP Domain Suffix** configuration option is no longer missing.
38. Lexmark printers no longer show a device status of **Device Communication Error** in HP Web Jetadmin when a paper tray is empty.

HP Web Jetadmin 10.2 SR6 (10.2.77156)

The following are the improvements and fixes made in HP Web Jetadmin 10.2 SR6 (10.2.77156):

1. HPWSProAdapter Service memory consumption no longer increases with the addition of new devices. Older versions increased memory usage proportionally. Newer versions consume much less memory when new devices are discovered.
2. HP Web Jetadmin now installs the HPWSProAdapter Service correctly on Windows 2008 R2 SP1 and Windows 7 SP1 systems.
3. **Reports, Data Collection** now allows the removal of devices marked Unknown.
4. A PC-connected discovery now correctly populates devices in the **All Devices** list.
5. HP Web Jetadmin no longer uses a system proxy setting for Network Service when communicating with devices through Web Services (WS).
6. The HP Web Jetadmin internal task management does not become overloaded when a customer activates a large number of scheduled discoveries.
7. The HP Web Jetadmin silent installation now successfully executes on 64-bit operating systems. New installer Help details are available in the *HP Web Jetadmin 10.2 Installation and Setup Guide* or the *HP Web Jetadmin 10.2 User Guide*. To access this help in the software, go to **HP Web Jetadmin 10.2 > Installation and Setup Guide for HP Web Jetadmin 10.2 > Installing HP Web Jetadmin 10.2 from a Command Line or Script**.

8. The Alerts subscriptions removal issue has been corrected on non US-English operating systems that use a collation setting other than SQL_Latin1_General_CP1_CI_AS. HP Web Jetadmin now sets the instance default to match the SQL instance used to adopt the OS setting.
9. The **Toner Coverage** column now appears correctly in the **Supplies** category in the column settings.
10. The IPv6 setting now correctly disables this functionality at the device.
11. In HP Web Jetadmin 10.2 SR5, the IPv6 and configuration precedence settings were implemented as a single configuration option. These settings have now been separated.
12. The **Color Access Control** configuration option now allows 250 entries.
13. The **System Location** configuration option is now available on the HP LaserJet P2055 Printer, HP Color LaserJet CM3530 MFP series, HP Color LaserJet CM4730 MFP series, and HP CM8060 Color MFP with Edgeline Technology.
14. The time zone setting is now available on the HP Color LaserJet CP3505 Printer series, HP LaserJet P4015, and HP Color LaserJet 4700 Printer series devices.
15. HP Web Jetadmin is now able to delete multiple stored print jobs.
16. The Maps issue is now corrected. In some cases, deleted device group maps might cause an abrupt client closure.
17. The Active Directory attributes are now updated correctly after consecutive Active Directory discoveries.
18. For Secure Storage Erase operations, IP addresses are now correctly included in the HP Web Jetadmin application log. For more information about this functionality, see the related HP Web Jetadmin support documentation at www.hp.com.
19. The toner level gauges now appear correctly for the HP Designjet L25500.
20. HP Web Jetadmin now correctly paints tabbed work areas and navigation areas when the client UI is brought back from being minimized.
21. Changed settings on the **Digital Sending - Accessing the LDAP Server** configuration option are now corrected and stored successfully on the device.
22. The SNMP Trap Generator now correctly populates the Agent-addr Trap Field in the UDP packet on HP Web Jetadmin hosts that have multiple NICs.
23. The **Capabilities, E-mail** column now reflects correctly for the HP LaserJet M3035 MFP series.
24. HP Web Jetadmin 10.2 SR6 now functions correctly when installed on the same Windows host as HP Digital Sending Service (DSS). In the previous two releases of HP Web Jetadmin, HP Web Jetadmin and/or HP DSS failed when both were installed on the same Windows host. Fixes have been added to HP DSS version 4.91.21 and HP Web Jetadmin 10.2 SR6 (10.2.77156) that allow the two applications to exist on the same Windows host. The older versions of HP Web Jetadmin 10.2—SR5 (10.2.73942) and SR5 Hotfix (10.2.74918)—will function correctly with HP DSS version 4.91.21 or later. In addition, HP Web Jetadmin 10.2 SR6 (10.2.77156) will function correctly with all versions of HP DSS when installed on the same Windows host.

To achieve optimal performance, customers should continue to dedicate a Windows system that hosts HP Web Jetadmin in production environments.

HP Web Jetadmin 10.2 SR5 (10.2.73942) and SR5 Hotfix 1 (10.2.74918)

The following are the improvements and fixes made in HP Web Jetadmin 10.2 SR5 (10.2.73942) and SR5 Hotfix 1 (10.2.74918):

1. **HP Web Jetadmin 10.2 SR5 Hotfix 1 and newer versions ONLY!** HP Web Jetadmin 10.2 (10.2.74918) now installs on Windows 7 SP1 or Windows Server 2008 R2 SP1 hosts. In the earlier SR5 (10.2.73942), HP Web Jetadmin failed to install with the following message: **“Error 1920. Service HPWSPProAdapter (HPWSPProAdapter) failed to start. Verify that you have sufficient privileges to start system services.”** At this time, the installer finishes and HP Web Jetadmin starts correctly with the following exception.


On Windows 7 SP1 or Windows Server 2008 SP1, the HP Web Jetadmin component HPWSPProAdapter does not start, leaving the following HP models unmanageable:

- HP Officejet Pro 8500A e-All-in-One Printer series
- HP Officejet Pro 8000 Enterprise Printer
- HP LaserJet Pro CP1525 Color Printer series
- HP LaserJet Pro M1536dnf MFP
- HP LaserJet Pro CM1415 Color MFP series

These HP models are, however, manageable on HP Web Jetadmin 10.2 SR5 versions that are installed on Windows 7 and Windows Server 2008 hosts that have not had R2 updates. Also, these HP models had limited management functionality in HP Web Jetadmin 10.2 SR4. If HP Web Jetadmin 10.2 SR5 Hotfix 1 is installed on a Windows 7 or Windows Server 2008 host with SP1 updates, these HP models will be discovered and displayed with a **Device Communication Error** status. These HP models will continue to display that status and cannot be manageable from HP Web Jetadmin 10.2 hosted on a Windows 7 or Windows Server 2008 host with SP1 updates.

If you want to manage these HP models, HP recommends that you run HP Web Jetadmin 10.2 SR5 on a Windows 7 or Windows Server 2008 host without SP1 updates. HP is investigating this issue and will provide a resolution in a future release.

2. **HP Web Jetadmin 10.2 SR5 Hotfix 1 and newer versions ONLY!** The **Digital Send**, **Send to Network Folder**, and **Kerberos** columns are now returned to the **Column** and **Filter** selection interfaces. These items were missing in HP Web Jetadmin 10.2 SR5.
3. **HP Web Jetadmin 10.2 SR5 Hotfix 1 and newer versions ONLY!** For the HP Color LaserJet CM6040 MFP and some other models, the supply level gauges now consistently appear in the HP Web Jetadmin status interface and the level values appear in the related supply columns. In SR5, these items intermittently did not appear. This issue is corrected in the hotfix.
4. **HP Web Jetadmin 10.2 SR5 Hotfix 1 and newer versions ONLY!** User-defined device settings that are stored in the HP Web Jetadmin configuration area now appear correctly in the configuration area. Previously, these device settings appeared in the configuration area with a GUID string rather than the name and failed to appear in the device list columns and filters settings.
5. **HP Web Jetadmin 10.2 SR5 Hotfix 1 and newer versions ONLY!** The HP Web Jetadmin Service fails to start after upgrading to SR5 from an earlier SR. This issue was characterized on non-U.S. regionalized Windows systems. SR5 Hotfix 1 corrects this issue by simply installing it on a system that has the service startup failure. Otherwise, this issue is corrected in the hotfix.
6. **HP Web Jetadmin 10.2 SR5 Hotfix 1 and newer versions ONLY!** The J7922E network configuration now correctly shows the **TCP/IP Idle Timeout** configuration option and other network options.

7. **HP Web Jetadmin 10.2 SR5 Hotfix 1 and newer versions ONLY!**: For newer device models (HP LaserJet Professional CP1521n Series, HP LaserJet Professional CM1411fn Series, and HP LaserJet Professional M1537dnf MFP), model variations now appear correctly when a discovery is performed after upgrading to HP Web Jetadmin 10.2 SR5 Hotfix 1.
 8. **HP Web Jetadmin 10.2 SR5 Hotfix 1 and newer versions ONLY!**: Accessory Inventory Reports now function correctly for HP Officejet Pro 8000 Enterprise A811a devices.
 9. **HP Web Jetadmin 10.2 SR5 Hotfix 1 and newer versions ONLY!**: Introductory supplies are now correctly represented in HP Web Jetadmin for HP Officejet Pro 8000 and HP Officejet Pro 8500A devices. Ink levels for these supplies were not displayed in SR5.
 10. In a PC-connected discovery, the display name for non-HP devices has been corrected.
 11. Data Collections counts (navigation tree versus Reports Collections workspace) have been corrected.
 12. The **DHCPv4 FQDN compliance with 4702** configuration option has been added for the HP LaserJet P3015.
 13. The **PS Defer Media** configuration option has been added for the HP Color LaserJet CP3525 and HP LaserJet P4015.
 14. The **PCL Form Length** configuration option has been added for the HP Color LaserJet CP3525 and HP LaserJet P4015.
 15. The **HTTP Idle Timeout** configuration option has been added for the HP LaserJet P3015 and HP Color LaserJet CP3525.
 16. The 64-bit and 32-bit versions of the Universal Print Driver (UPD) are now supported for uploads to the repository.
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-  **NOTE:** For more information about the requirements for the Print Management features, see the [HP Web Jetadmin 10.2 Installation and Setup Guide](#).
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17. The SQL Connectivity Module License no longer needs to be re-applied after an upgrade.
 18. Corrections have been made to the supplies messaging (for example, device lists, **Supplies** tab, and alerts).
 19. The **Supplies** status no longer displays a level above 100% for the HP Designjet L25500.
 20. The **Reset Device** option is now offered for the HP Color LaserJet CM6040.
 21. The *<Unknown>* issue within Alerts subscriptions has been corrected.
 22. The HP LaserJet 8150 is now correctly listed in the repository with newer firmware upgrades with images.
 23. The Supply Threshold alert is now triggered correctly for the HP LaserJet 8150.
 24. Supply level display issues specific to the HP Officejet Professional 8500 Series have been corrected.
 25. The overwrite issue for the Kerberos and LDAP authentication configuration settings has been corrected.
 26. HP Web Jetadmin installed on a Japanese Windows environment now triggers various Alerts correctly. In the previous release, Paper Jam alerts were incorrectly triggered.
 27. Preconfiguration issues with the Print Management driver have been corrected.

28. The **Embedded Web Server Language Settings** configuration option is now correctly configured for the HP LaserJet P3015. This issue occurred intermittently when the device asset number contained certain non-printing characters.
29. The **Disk Jobs** column in device lists now correctly displays the details for supported devices.
30. The Outgoing Mail enable/disable configuration has been corrected for the HP Color LaserJet CP4525.
31. The supply level display issue has been corrected for the HP LaserJet P3015.
32. The correct IP address is now set in the device SNMP trap destination table when the HP Web Jetadmin host has multiple Network Interface Adaptors (NICs) and when HP Web Jetadmin has had a configuration file adjustment to direct the HP Web Jetadmin service to the correct NIC.



NOTE: For more information about the configuration of an HP Web Jetadmin installation on a host that has multiple NICs, see the *HP Web Jetadmin 10.2 Installation and Setup Guide*.

33. The Reports, Data Collections issue has been addressed for the HP LaserJet P3015s.
34. The fonts and macros upload issues have been corrected.
35. The LDAP configurations have been corrected for the HP Edgeline devices.
36. The Kerberos multi-domain configuration has been corrected. The device now correctly authenticates to all domains.
37. HP Web Jetadmin now correctly displays device-based fonts and macros.
38. The **Print PS Error** configuration option is now correctly offered for devices that support it.
39. The Supplies Threshold alerts are now correctly triggered for the desired level.
40. The device configuration timing issues for large configurations have been corrected.
41. Support for uploading HP Jetdirect certificates has been added for HP Jetdirect print server models J8013E, J8011E, and J8016E. HP Jetdirect model J7987E remains unsupported because it does not contain management objects.
42. The Supplies Report issues have been corrected. Several device models were reported in error when data had not been collected to cover the report requirement.
43. The **Embedded Web Server Password** configuration option now correctly shows *<Not supported>* for the HP Color LaserJet 2840. These devices do not contain the management objects that HP Web Jetadmin needs.
44. The **TCP/IP Configuration Method** configuration option is now offered for the HP Designjet 9250c.
45. Firmware, Maximum Concurrent Upgrades now work in parallel rather than serial
46. The **Any** media type for the **Paper Tray Assignments** configuration option is no longer missing for the HP Color LaserJet CM3530 MFP.
47. The **Date/Time** device list column now displays the date and time value captured from the device. You might need to use the **Refresh Selection** option to match the column value to the device's date and time.
48. The **EWS Information Protection** configuration option is now available. Newer HP device firmware allows the **Information** tab in the device embedded web server to be locked via an administrator password.

49. The **Address Book Management** configuration option has been replaced by the new **Import/Export Address Book** configuration option, which allows importing and exporting both the fax number and email address details for HP MFP devices.
50. The Network, Other Settings, HP XML Services configuration option is now available for supported device models.
51. The **HTTP Idle Timeout** configuration option is now available for supported device models.
52. The **PCL Form Length** and **PS Defer Media** configuration options are now available for supported device models.
53. The **DHCPv4 FQDN compliance with RFC 4702** configuration option is now available for supported device models.
54. The **Override A4/Letter** configuration option is now available for supported device models.
55. The **Fax Maximum Baud Rate** configuration option has been split into send and receive modes for supported device models.
56. The Digital Send configuration options now include Send to Email, Username, and Password for supported device models.
57. The Default Job Options, Default Options for Originals, and Heavy Originals configuration options have been added for supported device models.
58. The Default Job Options, Image Adjustment, and Background Cleanup configuration options have been added for supported device models.
59. The **Total Legal Mono** and **Total Legal Color** impressions counts no longer factor equivalent impressions. Equivalent impressions are available on any media size as a separate counter.

HP Web Jetadmin 10.2 SR4 (10.2.71771)

The following are the improvements and fixes made in HP Web Jetadmin 10.2 SR4 (10.2.71771):

1. The excessive false **Paper Out** alerts issue is addressed.
2. The **NFS (File System External Access)** column now correctly reflects the device feature state—**Enabled** or **Disabled**.
3. The **Maintenance Kit Out** alert is now correctly sent for true device conditions.
4. The HP Web Jetadmin service start failure that Microsoft Update for Root Certificates triggered is now corrected.
5. On the **Config** tab, the **Default Original Media Size** option in the **Copier** category now contains the **Mixed LTR/LGL** option for many HP MFP devices.
6. On the **Config** tab, the **Paper Tray Assignments** option is now offered for HP LaserJet P3005 Printer and HP Color LaserJet CM3530 MFP Series devices.
7. On the **Troubleshoot** tab, the **Reset to Factory Defaults** option is now correctly offered in the **Reset Device** wizard for applicable devices.
8. On the **Config** tab, the **Duplex Binding** option is now available for HP LaserJet 9040 Series and HP LaserJet 9050 Series devices.

9. On the **Config** tab, the **Company Name** option is now available for HP Color LaserJet CM3530 MFP Series devices.
10. On the **Config** tab, the **Configuration Precedence** option is now offered for all applicable HP Jetdirect and JDI models.
11. On the **Config** tab, the **Home Screen Applications** option now provides **Create Stored Job** functionality for applicable HP MFP devices.
12. On the **Config** tab, the **Security** category now offers the **Bootloader Password** option for HP LaserJet P4000 Printer Series devices.
13. On the **Config** tab, the **Encryption Level** option is now correctly offered for all applicable HP Jetdirect models.



NOTE: HP Jetdirect and printer firmware upgrades might be required.

14. For devices that are not communicating on the network, alerts messages now populate with cached device data rather than *<Unknown>*.
15. Font and macro IDs are now correctly extracted when a file is uploaded.
16. The Supplies Report now correctly handles duplicate toner serial numbers.
17. Data synchronization and cloning is now possible between 32-bit and 64-bit instances of HP Web Jetadmin without resulting in duplicate devices.
18. Secure Storage operations now correctly report the progress and results.

HP Web Jetadmin 10.2 SR3 (10.2.66860)

The following are the improvements and fixes made in HP Web Jetadmin 10.2 SR3 (10.2.66860):

1. For PC-connected devices, a discovery specific to the WMI protocol now takes less time.
2. A Help note and support documentation about configuration items that cause device interrupts is now available. A number of configuration items can cause devices to reset or become non-responsive. HP Web Jetadmin teams continue to study these items and documentation will be updated as new items are found.
3. The ampersand (&) character can now be used for OXPd URL string truncation.
4. The PJL configuration now functions correctly on all device models.
5. HP Web Jetadmin upgrades now recognize SQL HP Web Jetadmin installation file locations, and performs disk space requirement calculations appropriately.
6. In **Supplies**, the **At Low, Black Cartridge** operation is now available for HP LaserJet P3015 devices.
7. SMTP server validation now uses FQDN if one is provided at configuration.
8. **Automatic Encrypted Drive Configuration** is now available for HP LaserJet P3015 devices.
9. Encryption strength for HTTPS communication is now set correctly on HP LaserJet P3015, CM3530, and P4015 devices.
10. HP Web Jetadmin upgrades now increase the SQL timeout default to 120 seconds. You can manually adjust the setting for this in **Tools > Options**.

11. The Trap destination table no longer appears for HP LaserJet CP2025 devices because it is not a supported feature on these devices.
12. Duplicate supplies alerts no longer occur when HP devices are added to a group that has an Alerts policy.
13. Storage templates now function correctly on user-specified media.
14. Devices that HP Digital Send Service (DSS) manages are now allowed to display all configuration via the HP Web Jetadmin device list (specific configuration settings columns) or from the configure interface. Actual configuration of these items is still blocked while DSS control is in place.
15. Blocked configurations due to DSS-managed devices are now correctly indicated in results interfaces and configuration history.
16. Data collections for reports now succeed on most non-HP devices.
17. Client “unexpected errors” no longer occur when users display the device tab interface.
18. HP Scanjet Enterprise 7000n is no longer displayed as supporting an analog fax.
19. HP Web Jetadmin now caches IP Hostnames (obtained from the host Microsoft Windows operating system) for 24 hours. The host operating system can also cache these names. For more information, see the *Best Practices for Managing Your Assets with HP Web Jetadmin* white paper. This white paper is available from the [HP Support Center](#).
20. Media size configuration is now available for HP P2055, P3015, and CP3525 device models.
21. A device configuration option in the **Copier** category named **Default Copy Output Media Size** is now named **Default Original Media Size**.
22. A device configuration option in the **Copier** category named **Mixed LTR/LGL** has been added for several devices, including the HP LaserJet M4345 MFP.
23. **Supply Utilization Data Collection** now supports HP LaserJet P3010 Series devices.
24. The **Import Firmware Images** option is now checked by default in the **Get Images** wizard in **Firmware Repository**.
25. In the **Send To Network Folder** FTP setup, the backslash (\) is now allowed in the **User Name** field.
26. For **Digital Sending**, the **Default From Address** configuration now updates devices correctly.
27. HP Web Jetadmin now correctly detects .NET Framework Service Patch versions at installation time.

HP Web Jetadmin 10.2 SR2 (10.2.63313)

The following are the improvements and fixes made in HP Web Jetadmin 10.2 SR2 (10.2.63313):

1. HP Web Jetadmin (server application HPWJA) is now supported on Microsoft Windows 64-bit operating systems. For more information about the requirements, see the *HP Web Jetadmin 10.2 Installation and Setup Guide*.
2. The HP Web Jetadmin installer has had many improvements, but remains essentially the same.
 - Some issues might occur if your system is running with minimal disk space.
 - The minimum disk space for HP Web Jetadmin has increased to 6 Gigabytes.
 - The installer now requires that you have Microsoft Windows Installer 4.5.


- The **Install log** has changed, but it is still written to the user's temp directory: %tmp%.
 - The HP Web Jetadmin client is not yet released as a 64-bit application, but is supported as a 32-bit application on supported 64-bit Microsoft Windows operating systems.
3. HP Web Jetadmin 10.2 now contains a new configuration item named **Duplex Impressions**. Duplex Impressions is a device feature found in newer HP device models and firmware. This feature changes the way in which the HP device counts printed pages to align with a new page counting methodology. The configuration item is a ONE TIME CHANGE that cannot be reversed on the device after it has been set. For more device-specific information, go to www.hp.com/go/support. To navigate to the support web page for your product, on the **Support & Drivers** page, type the product name of your device (for example, HP Color LaserJet CM3530 MFP or model number CC530A) in the **See support and troubleshooting information for product** section. After you find the correct support page, search for "Print Tracker Usage".
 4. In **Alerts**, device address information in custom email formatted messages no longer intermittently appears labeled **Unknown**.
 5. Improvements in **By-user Data Collection** performance might vary by implementation. At this time, HP does not publish HP Web Jetadmin performance details.
 6. **Alert Subscriptions** no longer appears for devices that have been removed from the HP Web Jetadmin **All Devices** list. The subscription settings are cleared for any device that is no longer part of the system.
 7. The **Analog Fax** column in device lists now correctly displays device capability when the device is on or off the network.
 8. The **Specified Address** import feature now correctly detects and sends a notification for incorrect IP address formats.
 9. When the **By User Reports** are grouped by user, they now correctly show user names rather than showing **Unknown**.
 10. Improvements to **Firmware Upgrade** now allow same-version upgrades without having to configure the software to downgrade firmware.
 11. A **Cover Open** condition at the device no longer causes HP Web Jetadmin to falsely generate **Supplies Alerts** on all HP devices.
 12. USB printing moved to the **Security** configuration category for HP LaserJet P3010 series devices.
 13. It is now possible to multiselect when qualifying firmware images.
 14. Improvements have been gained on some configuration items where the previous release prompted for SNMPv3 credentials. Several configuration items no longer prompt for SNMPv3.
 15. In **Data Collections**, time zones are only displayed if they are present on both the HP Web Jetadmin server and HP Web Jetadmin client. **Data Collection** component problems occur when there is a difference between these two lists. HP Web Jetadmin always displays the time zone text as it is available from the client desktop.
 16. **General Alerts** are now unblocked for all non-HP devices. **General Alerts** are established with HP device object support as a primary consideration. Some of these **Alerts**, such as **Toner Low** and **Toner Out**, do work for a number of non-HP devices. Customers should check with non-HP device vendors to understand device manageability because HP Web Jetadmin does not work with all non-HP devices in the same way. These variations are due to device management object differences.
 17. The device list **Export** feature now correctly omits comma separators from all numeric values.

18. A user-defined configuration now functions correctly on all devices.
19. **Envelope feeder** now appears correctly as a capability.
20. The serial number for most non-HP printers is now processed correctly, allowing users to block these devices from **Discovery**.
21. In **Supplies, Group By: Urgency** now provides a correctly sorted list.
22. In **Data Collections**, the **In Progress** status is currently reset as the data collection completes. Earlier releases displayed the **In Progress** status even when data collections were not completing properly.
23. The **Solutions Repository** now shows item description fields.
24. Firmware versions are now represented correctly on devices when earlier versions of HP Web Jetadmin had the **Use Qualified** option set under **Tools > Options**.
25. Firmware upgrade scheduling is now possible on all firmware upgrade paths.
26. Configuration items for the MFP device configuration are now correctly populated for newer firmware versions. HP Web Jetadmin performs limited firmware revision checking for some configuration elements, such as **DSS Configuration**.
27. Logic improvements in **Supplies** alerting and polling prevent missed threshold messages. One notification is triggered each time a supply level changes through a specified threshold. A replenish event is set any time the supply level increases by 30% or more. A replenish event causes remonitoring of specified levels triggering new supply threshold messages.
28. Supplies for most non-HP devices now have their names reflected correctly by HP Web Jetadmin. Older versions incorrectly showed supply naming due to ordering differences in device-based objects.

HP Web Jetadmin 10.2 SR1 (10.2.62227)

The following are the improvements and fixes made in HP Web Jetadmin 10.2 SR1 (10.2.62227):

1. Reports might now contain the error message: **No data retrieved for the selected devices in the specified time period. For large reports where data is expected, try increasing the database query timeout option.**
2. **Data Collection Anomalies** are now limited to 10,000 entries. Attempting to display large lists of anomalies caused **Unexpected** errors in earlier releases of HP Web Jetadmin 10.2.
3. Scheduled data synchronizations with other HP Web Jetadmin servers now complete successfully.
4. The **Search** feature in **Help** now yields results correctly.
5. The **Delete** option now works correctly for reports archived before 2008.
6. The **Edit Discovery Template** feature now displays correctly and allows control over credential settings.
7. Upgrading from HP Web Jetadmin 10.1 now creates a **Specified Address Group** based on the address list present in the earlier HP Web Jetadmin release.
8. Upgrading from HP Web Jetadmin 10.1 now correctly retains **Specified Address** discovery settings from templates used in the earlier HP Web Jetadmin release.
9. **Specified Address** discovery details are now displayed correctly for discoveries run in HP Web Jetadmin 10.2.

10. Group Policies are now applied correctly to existing devices at the time the policy setting is activated in HP Web Jetadmin.
 11. A migration from HP Web Jetadmin 8.x now correctly migrates all supplies threshold alerts subscriptions.
 12. **Device Utilization** reports now correctly reflect **Mono Simplex** counts for HP Color LaserJet 3600, 4500, 4600, and 5500 devices. Previously, these devices did not have mono simplex reflected correctly on HP Web Jetadmin reports.
 13. Outgoing fax counts in HP Web Jetadmin device list columns and reports now appear for a number of devices. Previously, these counters did not appear correctly.
 14. Devices replaced in existing device IP addresses where the older devices had been present in HP Web Jetadmin Data Collections no longer have data collections performed. These devices are qualified as new, unique devices and can have Data Collections settings established, but are no longer considered the same device due to being located at an older device's IP address.
 15. SNMP Trap payload (from HP Web Jetadmin **Alerts**) now contains device details when HP Web Jetadmin can acquire these details. Previously, these trap packets could contain **Unknown** even when the device was on the network.
 16. In HP Web Jetadmin **Reports**, the Outgoing Fax pages are now correctly reflected for many devices. Previously, these could incorrectly display a value of ******.
 17. The HP Officejet Pro now shows the correct counts for **Total Engine Cycle** in device list columns and HP Web Jetadmin reports.
 18. **Secure Storage Erase** now functions correctly on many HP Designjet models.
 19. A new device configuration object has been added: **Clear Send to Network Folder Settings**. This object provides a configuration path to change **Send to Network Folder Settings**. A new and different **Send to Network Folder Settings** configuration item is planned for a future release of HP Web Jetadmin that allows settings such as **Folder Path** to be changed and managed. However, for the interim, **Clear Send to Network folder** must be used along with configuration templates to manage **Send to Network Folder** settings. Help will be provided that covers this in great detail.
 20. There is now full localization in **Alerts** emails generated in non-English.
 21. **Page count** columns now display correct values for HP Officejet Pro 8500 devices.
 22. In **Print Management**:
 - The UPD version 5.0 driver upload now functions properly.
 - The **Create Print Queue** function succeeds with version 5.0 UPD driver.
-
-  **NOTE:** The remote server must have print queue or print share functionality enabled. See the Microsoft documentation to enable or share print queues on Microsoft Windows.
-
23. Users no longer lose the ability to view HP Web Jetadmin **Maps**. Some user behavior in addition to HP Web Jetadmin client cache behavior could cause **Maps** to disappear from view within HP Web Jetadmin. These issues have been fixed.
 24. Non-HP devices that support standard objects for control panel display are now shown with control panel display text in HP Web Jetadmin status and other features that convey this information.
 25. Default **Copy** options within **Configuration** now support **Auto Detect Mode**.

26. The HP Web Jetadmin **Import configuration** feature now accepts data wrapped in quotes that contains a comma in the configuration CSV file.
27. Improvements have been made to the **Home** page for HP CM3530 MFP devices for configuration items.
28. Device graphics now update correctly after an HP Web Jetadmin version upgrade with related specific device support is performed.
29. **Configuration Templates** now store and retain the **Custom Media name** detail correctly.
30. The **NFS Access** column now correctly shows **Yes** or **No** according to the device capability. The incorrect functionality showed **Enabled** or **Disabled**. The **Enabled** or **Disabled** detail will be available in a future release of HP Web Jetadmin when this new column will be introduced.
31. The HP Web Jetadmin **Status** tab now shows correct control panel text for devices that are set to display in Finnish.
32. Firmware downloads through secure proxy are now possible.
33. The HP Designjet 1055CM **Status** tab graphic is now displayed correctly.
34. The HP CP3525 (and other models) **Cover Open** condition no longer triggers **Supplies Alerts**.
35. The **EWS Mail Server** configuration object now allows **FQDN** in addition to **IP address**.
36. The **Fax Baud** configuration object is now set correctly on devices that support this feature.
37. Upgrades in previous revisions could stop on stored or unfinished tasks. This issue has been corrected.
38. The PDL file repository now accepts new files after an upgrade from HP Web Jetadmin 10.1.
39. The **Configure Date/Time** option now uses the server time as the base and allows the administrator to specify an offset of hours and minutes. This ensures that the date and time are configured accurately on devices in both single and batch modes.

HP Web Jetadmin 10.2

The following are the improvements and fixes made in HP Web Jetadmin 10.2:

1. **Outgoing Fax Counts** now appear correctly in **Device Utilization Reports**.



NOTE: Some device-specific issues still exist

2. The HP Web Jetadmin Service (HPWJA Service) startup fails. Upgrades over 10.1 with the HP Web Jetadmin version 10.2.58560 installer (hpwja_setup-102-58560.exe) might fail in some cases. The HP Web Jetadmin application installs correctly the first time and runs normally until a reboot or the HPWJA Service is restarted. At this point, all service startups fail. This issue is fixed in the latest HP Web Jetadmin 10.2 release.
3. The HP Web Jetadmin **Data Collection** feature no longer allows data collection to take place on a new device that has been placed on the network at an IP address that was registered to a different device (one that is not present on the network). HP Web Jetadmin now fails the collection for this device. The new device, when added to **Data Collection**, is added as a different and newer device.
4. The **Time Zone** drop-down list no longer duplicates itself in multiple configuration mode when the user selects an option and then deselects it.
5. The **Fax Number** now appears correctly in the column for devices that have one set.

6. The HP Color LaserJet CM6040 MFP Subsystem 66 Service Error now appears in the **General Alerts** list.
7. **Input Trays** on third-party devices now show the correct capacities.
8. The HP Color LaserJet CM6040 MFP **Cover Open** message no longer forces **Supplies Alerting**.
9. Duplicate **Alerts** are no longer propagated as devices are added and removed from device groups that have **Alerts** policies.
10. When selecting the **Embedded Web Server** folder on the **Config** tab on **Device** lists for the HP LaserJet 9040 and 9050 printers, the **Error Reading Device Settings** message is no longer displayed.
11. The **System Name** option now appears when using the **Import from** file option under **Configure Devices**.
12. In **Reports**, duplicate entries are no longer included in the **Event Log History** report.
13. The client no longer crashes when working in the **Alerts** area.
14. For the HP Color LaserJet CM6030 and CM6040 devices, the **System Contact** object no longer uses the **Contact Person** object.
15. Duplicate **Supplies Alerts** are no longer triggered when deleting or rediscovering a device.
16. Configuring **Device Link Settings** no longer causes other device configuration conflicts.
17. **Device Data Collections** are no longer treated as **Partial** when a non-default collection time (other than 12:00 am) is used.
18. **Reports** now show **Outgoing Fax Counts**.
19. HP Officejet devices now display supplies correctly in columns.
20. The interim report count of **Total Color Pages** now appears correctly for the HP Color LaserJet CM2320fxi MFP.
21. The HP Color LaserJet 9500 MFP now displays accurate values for the **Total Color Page Count** column in device lists.
22. Brother printers now correctly display **Model Name**.
23. In **Reports**, event code entries in the **Event Log History** report now match entries in the **Event Log** on the device's Embedded Web Server page.
24. Protocol settings are now completed at the end of a configuration process in order to avoid conflicts with other configuration settings.
25. The **Disable reverse DNS lookup** field now appears correctly in the **Kerberos** configuration section.
26. If you are configuring the **Send to Network** folder path with a duplicate folder name in a **Configuration** template, a **Duplicate folder** error message is now displayed.
27. When performing **Data Synchronization** with other HP Web Jetadmin servers, **User Defined** values now correctly synchronize from the source host.
28. The **Severity** icon for third-party devices is now displayed correctly.
29. For **Fax Printing**, the PIN can now be configured with a leading zero character.
30. In the **Digital Sending** folder, you can now configure email settings on the HP LaserJet M and CM series devices for the following:

- **Use Address Book entries only**
 - **Default Subject.**
 - **Default File Name.**
31. The HP SNMP Proxy now checks to ensure the SNMP Service is installed before it installs.
 32. On the **Troubleshoot** tab under the **Device** list, the **HP Support** link now successfully displays the appropriate product page for the device.
 33. Third-party printers that do not show a serial number can now be added to the **Device Utilization Data Collection** process for **Reports**.
 34. Renaming an **Alerts Subscription** template no longer causes the template to be removed from its associated **Group Policy**.

2 Help and resources for HP Web Jetadmin

- [Online Help](#)
- [Resources on www.hp.com](#)

Online Help

The HP Web Jetadmin online Help provides detailed information about using the software to configure and manage devices on the network. To access the online Help, go to **Help > Context help**. Use the **Contents**, **Index**, and **Search** tabs to navigate the online Help.

Each page in HP Web Jetadmin has a help icon (?) on the content toolbar. When you click the help icon and then click somewhere on the page, HP Web Jetadmin displays context-sensitive help for that specific portion of the page. Context-sensitive help provides only the information you need for the displayed page or option.



NOTE: To access external links, the browser must have access to the Internet. If you are behind an Internet firewall, you might need to configure proxy servers. Consult the network administrator to determine the appropriate settings for the browser.

Resources on www.hp.com

- **HP Web Jetadmin product pages:** Contains information about the value and benefits of HP Web Jetadmin. Link to these pages through www.hp.com/go/webjetadmin. Information includes the following:
 - Software Specifications and Data Sheet
 - Links to HP Web Jetadmin white papers and other important documentation on the **Self Help and Documentation** tab
 - Other value-added details
- **HP Web Jetadmin at Software Depot:** Provides overview, installation, and support details for the HP Web Jetadmin software and associated utilities. Detailed information includes the following:
 - Links to critical support documentation as well as other HP portals associated with this software
 - Links to the Extended Modules licensing pages
 - A **Receive for Free** link to acquire the HP Web Jetadmin software and related utilities
- **Providing feedback about HP Web Jetadmin:** HP Web Jetadmin provides a feedback form that allows you to send your thoughts and ideas directly to the HP Web Jetadmin software team. To use this in-product feedback form, go to **Help > Feedback**. Supply your name, email address, and the information you would like HP to receive.



NOTE: This form is submitted to a no-reply mailbox and is intended to collect suggestions and information from you about the product. This form is not a link to support.

- **HP Support:** As with all HP products, HP Web Jetadmin is supported by trained support staff. To learn how to contact HP Support in your country/region, visit the HP Support pages at www.hp.com/support.
- **HP Web Jetadmin Premium Support product:** Hewlett-Packard is pleased to announce HP Web Jetadmin Premium Support. This is a for-fee support service that offers you direct access to HP Web Jetadmin Support Specialists. For more information, browse to www.hp.com/go/webjetadmin, and navigate to the **Premium Support and Consulting Services** tab.