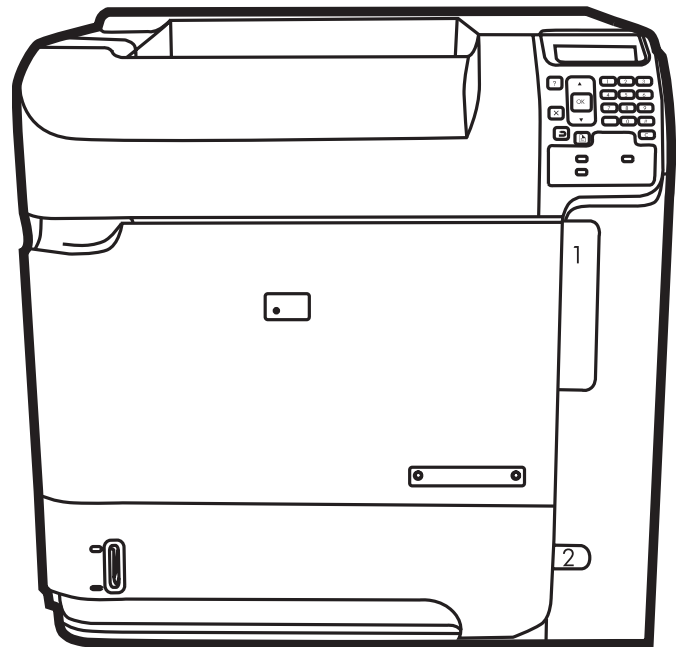


HP LaserJet P4010 and P4510 Series Printers

Embedded Web Server User Guide



HP Embedded Web Server User Guide



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1 Overview


What is an embedded Web server?

A Web server provides an environment in which Web programs can run, in much the same way that an operating system, such as Microsoft® Windows®, provides an environment in which programs can run on your computer. A Web browser, such as Microsoft Internet Explorer, Apple Safari, or Mozilla Firefox, can show output from a Web server.

An *embedded* Web server resides on a hardware product (such as a printer) in the firmware, rather than as software that is loaded on a network server.

The advantage of an embedded Web server is that it provides an interface to the product that anyone who has a network-connected computer and a standard Web browser can open and use. No special software needs to be installed or configured.

With the HP Embedded Web Server (HP EWS), you can view product status information, change settings, and manage the product at your computer.

 **NOTE:** In this guide, the terms "product" and "device" are used interchangeably. When products or devices are discussed in this guide, the information pertains to HP LaserJet printers or multifunction peripherals (MFPs), or HP Digital Senders. For specific information about the features that your printer, MFP, or digital sender supports, see the documentation that came with your product.

Features

You can use the HP EWS to view product and network status and to manage printing functions from your computer, rather than at the product control panel. With the HP EWS, you can perform these tasks:

- Upload firmware updates.
- View control-panel messages and product-status information.
- Determine the remaining life for all supplies and configure specific ordering information for supplies.
- Gain access to the product's technical support page.
- Gain access to specific support for recent product events.
- Add up to five additional links or customize links to other Web sites (if a permanent storage device is available).
- View and change product configuration, such as tray configurations.
- View and change network configuration.
- View and print information pages, such as the Configuration page.

- Receive alerts about product events, such as when the product is low on supplies, through e-mail. Set up four different destination lists for each user (administrators and service), with up to 20 recipients on each of the four lists (if a permanent storage device is available).
- Select the language in which to display the HP EWS screens.
- Print to an HP product without having to install the product print driver.
- Conserve energy by scheduling the product sleep delay so that the product will go into sleep mode after a period of time of not being used.
- Schedule wakeup times for each day so that the product has finished initializing and calibrating by the time it is to be used.
- Send product configuration and supplies usage information periodically to your service provider.
- Configure security settings for the product.

HP Web Jetadmin and the HP Embedded Web Server

HP Web Jetadmin is a Web-based system management tool that you can use with a Web browser. The HP EWS and HP Web Jetadmin work together to meet all of your product-management needs. You can use the software to install and manage networked products effectively. Network administrators can manage networked products remotely, from practically anywhere.

The HP EWS provides a simple, easy-to-use solution for one-to-one product management in environments that have a limited number of products. However, in environments that have several products, you might want to use HP Web Jetadmin to manage groups of products. With HP Web Jetadmin you can discover, manage, and configure multiple products simultaneously.

HP Web Jetadmin is available from HP online support (HP Web Jetadmin www.hp.com/go/webjetadmin).

System requirements

In order to use the HP EWS, you must have the following components:

- A supported Web browser. Browsers that support embedded Web servers include (but are not limited to) the following:
 - Konqueror 3.5 or later
 - Microsoft Internet Explorer 6.0 or later
 - Mozilla Firefox 1.0 or later
 - Opera 9.0 or later
 - Safari 1.0 or later
- A transmission control protocol/Internet protocol-based (TCP/IP-based) network connection.
- An HP Jetdirect print server (embedded or enhanced input/output [EIO]) installed in the product.

Opening the HP Embedded Web Server

Use the following procedure to open the HP EWS.

 **NOTE:** You cannot view the HP EWS screens from outside of a firewall.

1. Open a supported Web browser.
2. In the **Address** or **Go to** field, type the IPv4 or IPv6 TCP/IP address, the host name, or the configured host name that is assigned to the product. See the following examples.
 - IPv4 TCP/IP address: `http://192.168.1.1`
 - IPv6 TCP/IP address: `http://[2001:0ba0:0000:0000:0000:0000:0000:1234]`
 - Host name: `npixxxxxxx`


If you do not know the TCP/IP address for the product, you can find it by using the control-panel menu or by printing a configuration page. For instructions, see the user guide that came with your product.

Login and logoff

The HP EWS has screens that can be used to view product information and change configuration options. The screens that appear, and the settings on them, vary according to how you gain access to the HP EWS: as a general user, an information technology (IT) administrator, or a service provider. These passwords can be customized by an IT administrator or a service provider.

In a password-protected HP EWS, only the **Information** tab is available to users who do not log in by using the password. If no password has been set (which is the default), all of the tabs are visible.

If a password has been set, you must log on as an IT administrator or a service provider to gain access to the protected HP EWS tabs (**Settings** and **Networking**).

 **NOTE:** For information about changing passwords as an IT administrator, see [Security on page 35](#). If you are a service provider, see your product service guide.

To log in as an administrator

Use the following procedure to log in to the HP EWS as an administrator.

1. After you open the EWS, click the **Log In** link in the upper-right corner of the screen.

The **Enter Network Password** dialog box appears, as shown in the following illustration. The appearance of the login screen might vary, depending on your operating system and browser.

Figure 1-1 Enter Network Password dialog box



2. Type `admin` for the user name, type your password, and then click **OK**.

To log off as an administrator

Use the following procedure to log off.

1. Click the **Log Off** link.
2. To complete the logoff, close the browser.

△ **CAUTION:** If you do not close the browser, the connection to the product HP EWS continues to run and could pose security risks.

Navigating through the HP Embedded Web Server

To navigate through the HP EWS screens, click one of the tabs (such as **Information** or **Settings**), and then click one of the menus on the navigation bar that is located on the left side of the screen.

The following illustration and table provide information about the HP EWS screens.


 **NOTE:** The appearance of the HP EWS screens might differ from the illustrations in this user guide, depending on the product features and the settings that your IT administrator has established.

Figure 1-2 Sample HP EWS screen

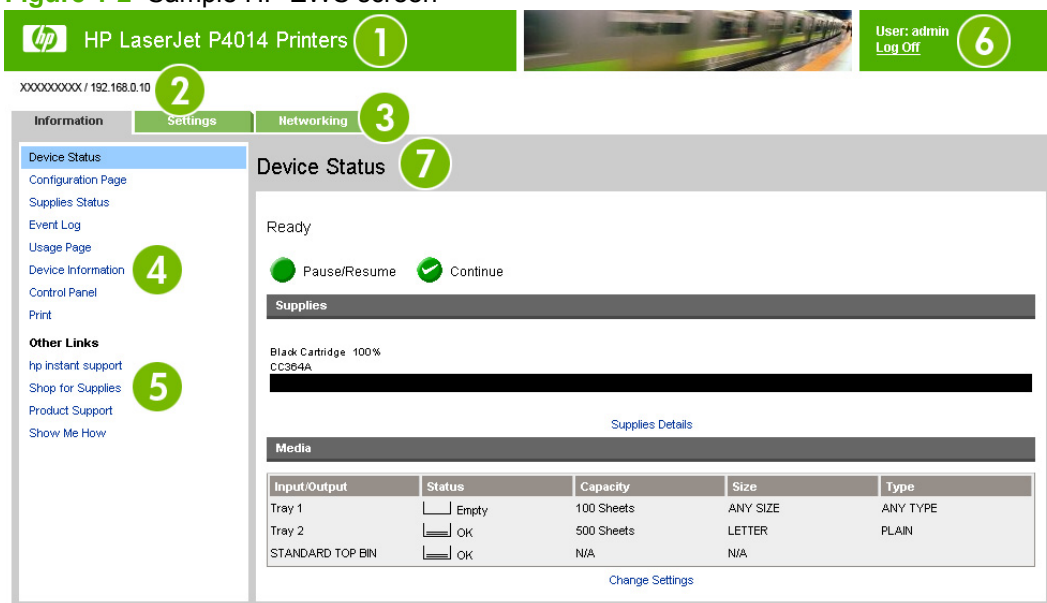


Table 1-1 HP Embedded Web Server


Callout	HP EWS screen feature	Description	More information
1	Product name	View the product name.	
2	Product TCP/IP address	View the Internet protocol (IP) address for the product.	
3	Tabs	Information tab	View information about the product. You cannot configure the product using the screens on this tab. See Viewing product status from the HP EWS Information screens on page 9 .
		Settings tab	Use the features on this tab to configure the product. See Configuring the product from the Settings screens on page 23 .
		Networking tab	View network status and configure the network settings. See Managing network operation from the Networking screens on page 51 .
4	Menus	Different on each tab	Click a tab to show the menus.

Table 1-1 HP Embedded Web Server (continued)

Callout	HP EWS screen feature	Description	More information	
5	Other Links	hp instant support	Connect to a set of Web resources that help solve problems and describe the additional services that are available for your HP product.	<ul style="list-style-type: none">• See Using the Other Links as a resource on page 53.• See hp instant support on page 53.• See Product Support on page 55.• See My Service Provider and My Service Contract on page 56.
		Shop for Supplies	Use the Internet to order genuine HP supplies for your HP product.	
		Product Support	Use product-specific help from the HP Web site to solve a problem.	
		Show Me How	View step-by-step instructions for performing printer tasks and solving problems.	
6	Log In/Log Off	Different for each type of user	Log in as an IT administrator or service provider.	See Login and logoff on page 4 .
7	Screen	Different for each menu item	Click a menu item to show a screen.	<ul style="list-style-type: none">• See Viewing product status from the HP EWS Information screens on page 9.• See Configuring the product from the Settings screens on page 23.• See Managing network operation from the Networking screens on page 51.

2 Viewing product status from the HP EWS Information screens

The screens available from the **Information** tab are for informational purposes only; you cannot configure the product from these screens. To configure the product through the HP EWS, see [Configuring the product from the Settings screens on page 23](#).

 **NOTE:** Some products do not support all of these screens.

Device Status

Use the **Device Status** screen to view the current status of the product. The following illustration and table describe how to use this screen.

Figure 2-1 Device Status screen

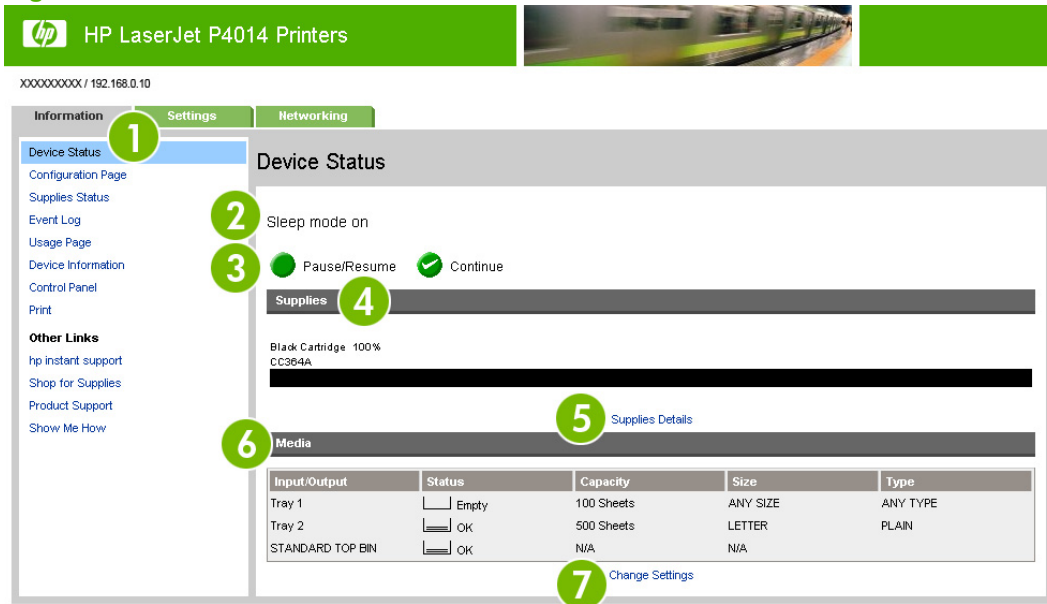


Table 2-1 Device Status

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	Status	Shows the device status (the same information that appears on the control-panel display).
3	Control-panel buttons	Use these control-panel buttons just as you would at the product. To select which control-panel buttons appear on the Device Status screen, go to the Security screen on the Settings tab and select Configure Security Settings .
4	Supplies	Shows the percentage of life remaining and reorder part number for each supply. Additional information includes: <ul style="list-style-type: none"> Unauthorized/non-HP cartridge is installed Unsupported cartridge
5	Supplies Details	Opens the Supplies Status screen, where you can view information about product supplies.
6	Media	Shows the status and configuration information for the input trays and output bins. The media status is OK until the tray is completely empty. When the tray is empty, the status is Empty . When the tray is open, the status is Unknown when level information is not available.
7	Change Settings	Opens the Configure Device screen, where you can change the paper-type settings.

Configuration Page

Use the **Configuration Page** screen to view current product settings, help troubleshoot problems, and verify the installation of optional accessories such as dual inline memory modules (DIMMs). The following illustration and table describe how to use this screen.

Figure 2-2 Configuration Page screen

XXXXXXX / 192.168.0.10

hp HP LaserJet P4014 Printers

Information Settings Networking

Device Status **1**

Configuration Page

Supplies Status

Event Log

Usage Page

Device Information

Control Panel

Print

Other Links

hp instant support

Shop for Supplies

Product Support

Show Me How

Configuration Page

2 Printer Information

Product Name: HP LaserJet P4014
 Printer Name: HP LaserJet P4015
 Model Number: CXXXXA
 DC Controller: 49
 Printer Serial Number: XXXXXXXXX
 Formatter Number: LA000K8
 Firmware: 20070324 04.004.0
 Service ID: 00000
 PS Wait Time-out: 300 seconds
 Engine Cycles: 11

3 Installed Personalities and Options

PS: (20010402)
 PDF: (20050131)
 PCLXL: (20010402)
 PCL: (20010402)
 DIMM Slot 1: 128 MB DDR
 EIO 1: Empty
 RAM DISK Storage: 118 MB Capacity
 Embedded HP JetDirect J8003E 10.10.48.77

4 Memory

Installed DIMM Memory: 128 MB
 On Board Memory: 128 MB
 Total Usable RAM: 256 MB
 DWS: 102.00
 Automatic Resource Saving Enabled

5 Event Log

Number of Entries in Use: 7
 Maximum Number of Entries: 50

Three Most Recent Entries:

Number	Cycles	Entry
7	0	13.12.11
6	0	65.12.99
5	0	66.00.15

6 Security

Control Panel Lock: NONE
 Control Panel Password: DISABLED
 Write Protect: DISABLED

File System Access:

P.L: ENABLED
 P.M.L: ENABLED
 N.F.S: ENABLED
 PostScript: ENABLED

Direct Ports (USB/EIEEE 1284): ENABLED

7 Paper Trays and Options

Default Paper Size: LETTER
 Tray 1 Size: ANY SIZE
 Tray 1 Type: ANY TYPE
 NORMAL
 Tray 2 Size: LETTER
 Tray 2 Type: PLAIN
 NORMAL

Table 2-2 Configuration Page

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	Printer Information	Lists the serial number, version numbers, and other information for the device.
3	Installed Personalities and Options	Lists: <ul style="list-style-type: none">• Version and TCP/IP address for all network devices connected to the product (Jetdirect or internal Jetdirect)• All of the printer languages that are installed (such as printer command language [PCL] and PostScript® [PS])• Options that are installed in each DIMM slot and EIO slot• USB devices that can be connected to a printer used as a host USB controller, such as mass storage devices, card swipes, or keypads
4	Memory	Lists the memory information, PCL Driver Work Space (DWS), and resource saving information.
5	Event Log	Lists the number of active entries in the Event Log and the Event Log total capacity.
6	Security	<p>Lists the status of the control-panel lock, disk write-protect options, and direct-connect (USB or parallel) ports.</p> <p>You can change the status of the Direct Connect ports on the Security screen under the Settings tab by selecting or clearing the Disable Direct Ports check box.</p> <p>To change security settings, go the Security screen under the Settings tab and select Configure Security Settings.</p>
7	Paper Trays and Options	Lists the size and type of media that is specified for each of the trays in the product. If a duplexing unit or any paper-handling accessories are installed on the product, information about those devices is also listed here.

Supplies Status Page

The **Supplies Status** screen shows more detailed supplies information and provides part numbers for genuine HP supplies. (It is helpful to have the part numbers available when ordering supplies.) The following illustration and table describe how to use this screen.

Figure 2-3 Supplies Status Page screen

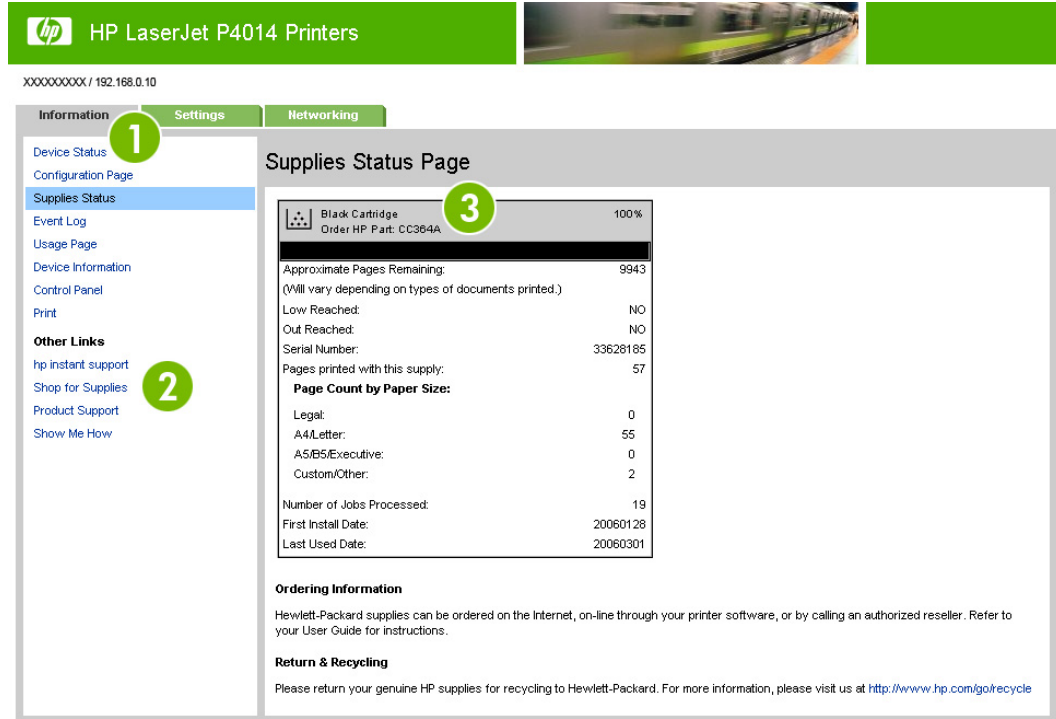


Table 2-3 Supplies Status Page

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	Shop for Supplies link	Use this feature to connect to a Web page that facilitates online ordering of supplies from a reseller of your choice.
3	Print Cartridge Information	<p>If available, this lists the percent of life remaining and the estimated number of pages remaining before the supply is empty; the total number of pages that have been processed with the supply; the supply serial number and HP part number; and an indication of whether or not the supply has reached the low status.</p> <p>If the Override at Out option has been enabled at the product control panel, a message appears, when the supply is exhausted, stating that the cartridge was used with the override setting.</p> <p>NOTE: If a non-HP supply is used, information about the device might not be available. In addition, a warning message about the risks associated with using non-HP supplies could appear on the screen. No further information about the status of the supply will be available.</p>

Event Log Page

The **Event Log Page** screen shows the most recent product events, including jams, service errors, and other printer errors. The following illustration and table describe how to use this screen.

Figure 2-4 Event Log Page screen

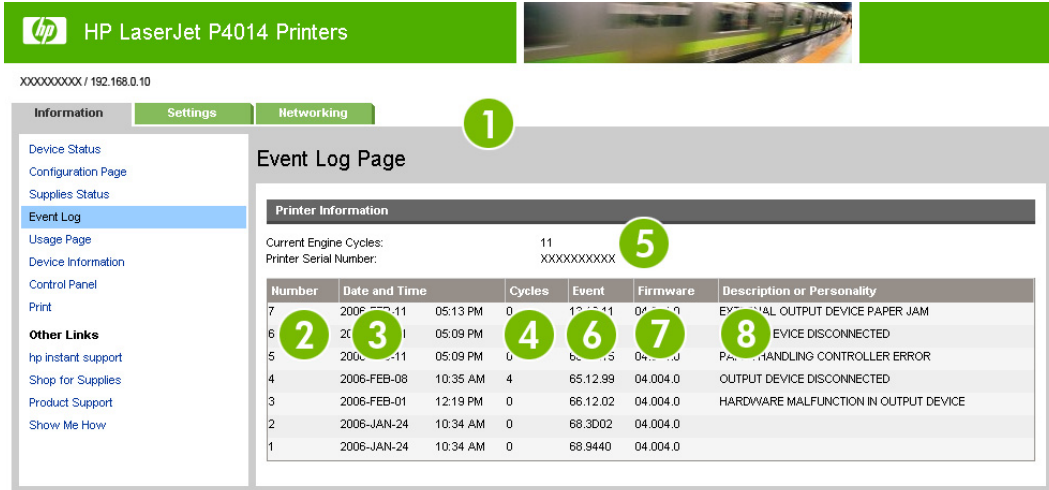


Table 2-4 Event Log Page

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	Number	Lists the order in which the errors occurred. The last error to occur has the highest number.
3	Date and Time	Lists the date and time for each event logged.
4	Engine Cycles	Shows the number of engine cycles that the product had completed when the error occurred. The product completes one engine cycle for every Letter/A4-size page side that it prints.
5	Current Engine Cycles	Shows the number of engine cycles that the product has completed to date.
6	Event	Shows the internal event code for each event.
7	Firmware	Displays the firmware version that was in place when the event occurred on the printer.
8	Description or Personality	Shows a brief description of some events.
9	Product Support link	Provides access to the HP support Web site for product-specific troubleshooting information.

Usage Page

The **Usage Page** screen gives a page count for each size of media that has passed through the product, as well as the number of duplexed pages. The total is calculated by multiplying the sum of the print count values by the Units value.

The information on this screen can be used to determine how much toner or paper to keep on hand. The following illustration and table describe how to use this screen.

Figure 2-5 Usage Page screen

XXXXXXXX / 192.168.0.10

Information Settings Networking

Device Status
Configuration Page
Supplies Status
Event Log
Usage Page
Device Information
Control Panel
Print
Other Links
hp instant support
Shop for Supplies
Product Support
Show Me How

Usage Page

Printer Information

Printer Serial Number: XXXXXXXXXXX
Product Name: HP LaserJet P4014
Printer Name: HP LaserJet P4015

Usage Totals (equivalent)

PRINTER	SIMPLEX		DUPLEX		TOTAL	DUPLEX 1 IMAGE
	Count	Units	Count	Units		
Page Size	**	**	**	**	0.0	**
LETTER	13	1.0	0	2.0	13.0	0
LEGAL	0	1.3	0	2.6	0.0	0
A4	0	1.0	0	2.0	0.0	0
EXECUTIVE	0	0.8	0	1.6	0.0	0
ENVELOPE #10	0	0.4	**	**	0.0	**
ENVELOPE MONARCH	0	0.3	**	**	0.0	**
ENVELOPE C5	0	0.6	**	**	0.0	**
ENVELOPE DL	0	0.4	**	**	0.0	**
B5(JIS)	0	0.7	0	1.4	0.0	0
ENVELOPE B5	0	0.7	**	**	0.0	**
CUSTOM	0	1.0	**	**	0.0	**
DPOSTCARD(JIS)	0	1.0	**	**	0.0	**
A5	0	0.5	0	1.0	0.0	0
16K 197x273 mm	0	0.8	**	**	0.0	**
EXECUTIVE(JIS)	0	1.1	0	2.2	0.0	0
8.5x13	0	1.1	0	2.2	0.0	0
STATEMENT	0	0.5	**	**	0.0	**
16K 195x270 mm	0	0.8	**	**	0.0	**
16K 184x260 mm	0	0.8	**	**	0.0	**
TOTAL PRINTER USAGE					13.0	

Fuser Modes & Paper Path Usage (actual)

FUSER MODES USAGE

Fuser Mode	Count
NORMAL	13
LIGHT MODE	0
HIGH1	0
LOW	0
Total	13

PAPER PATH USAGE

Source	Count
Envelope Feeder	0
Manual Feed Tray	0
Tray 1	0
Tray 2	13
Tray 3	0
External Tray	0
Other	0
Total	13

Destination	Count
Face Up	0
Face Down	13
External Bin	0
Other	0
Total	13

Historical Printer Coverage

Black	14.8%
-------	-------

Table 2-5 Usage Page

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	Usage Totals (equivalent)	Indicates the types of pages that have been printed, the number of single-sided pages that have been printed, the number of duplexed pages that have been printed, and the total number of pages that have been printed.
3	Units	A unit is equal to a standard A4-size (letter-size) page. All other page sizes are referenced in relation to this standard size. An A4-size (letter-size) page printed on both sides counts as 2 units.
4	Duplex 1 Image	“Duplex 1 image” refers to pages that are printed as part of a duplexed print job, but which are blank on the second side.
5	Fuser Modes & Paper Path Usage (actual)	Indicates the different print modes that have been used for monochrome (black-and-white) print jobs.
6	Historical Printer Coverage	Indicates the average amount of toner that is used on each printed page.

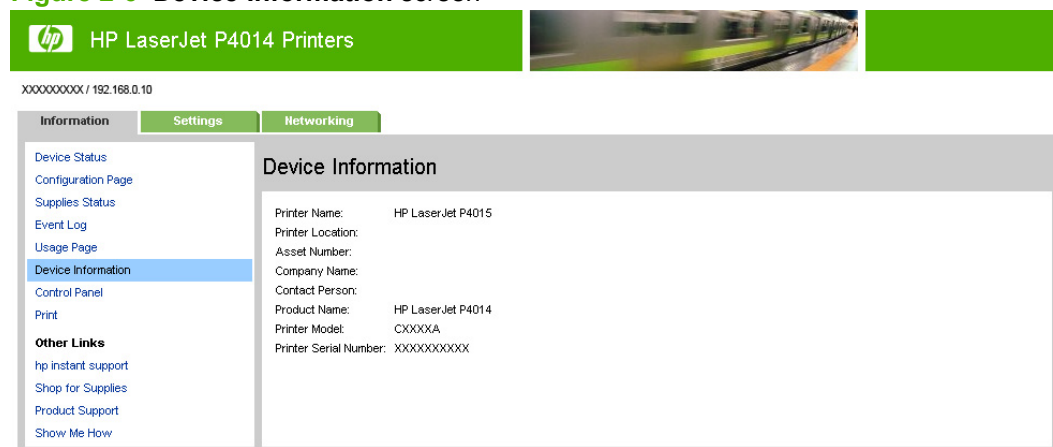
Device Information

The **Device Information** screen shows the following information:

- Printer name
- Printer location
- Asset number
- Company name
- Contact person
- Product name
- Printer model
- Printer serial number

The product name, printer model, and printer serial number are generated automatically. You can configure the other information on this screen from the **Device Information** screen on the **Settings** tab.

Figure 2-6 Device Information screen



Control Panel Snapshot

The **Control Panel Snapshot** screen shows the product control-panel display as if you were standing at the product. Because this view shows the product status, it can help you troubleshoot problems with the product.


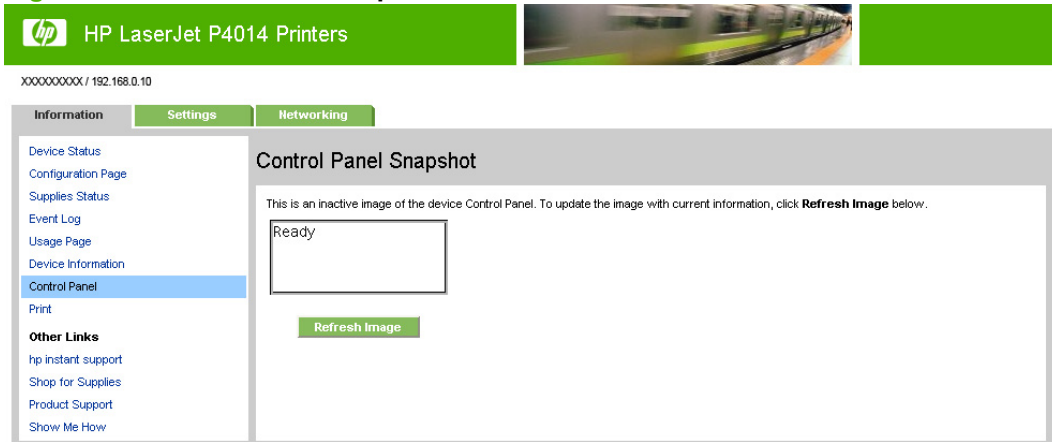
 **NOTE:** The appearance of the screen might vary, depending on your product.

Figure 2-7 Control Panel Snapshot screen



Print

NOTE: The **Print** screen (and the **Print** menu on the left) is available only if it has been configured to appear on the **Security** screen under the **Settings** tab. Use the **Security** screen to disable the **Print** screen if you do not want it to appear for security reasons. For more information, see [Security on page 35](#).

Use the **Print** screen to print print-ready files or to update your product firmware remotely.

You can use the **Print** screen to print one file at a time from a product that supports the HP EWS. This feature is especially useful if you are a mobile user, because you do not have to install the product's print driver in order to print; you can print anywhere at any time.

You can print print-ready files, such as documents that have been generated by using a "print to file" driver option. Print-ready files commonly have file name extensions such as .PS (postscript), .PDF (Adobe Portable Document Format), and .PRN (Windows print-ready File).

You can also use the **Print** screen to update your product firmware. This feature is especially useful because you do not have to install additional software in order to update the product firmware. When updated firmware files are available for your product, you can download them your product support Web site:

www.hp.com/go/ljp4010series_firmware or www.hp.com/go/ljp4510series_firmware

To disable the **Print** screen, on the **Settings** tab go to the **Security** screen and select **Configure Security Settings**. Select or deselect the desired option.

The following illustration and table describe how to use this screen.

Figure 2-8 Print screen

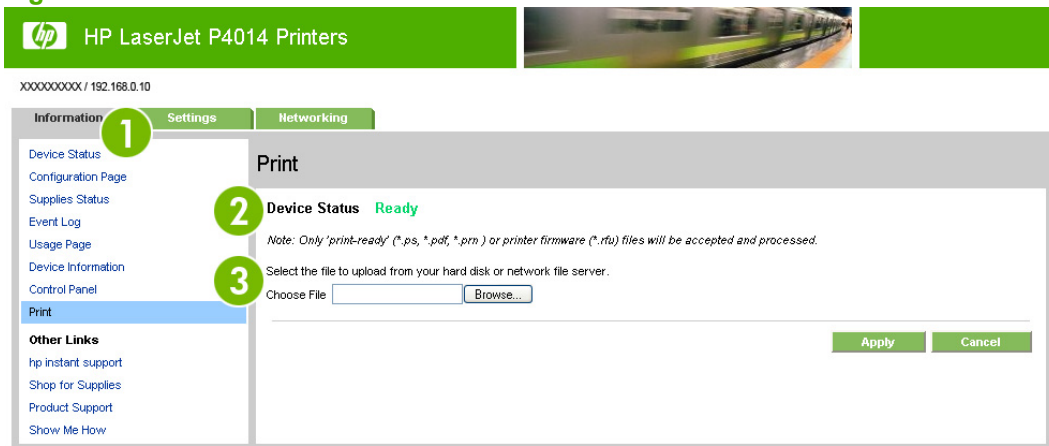


Table 2-6 Print page

Callout	Area on screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .

Table 2-6 Print page (continued)

Callout	Area on screen	Information or capability that the area provides
2	Device Status	Shows the device status (the same information that appears on the Device Status screen and the control-panel display).
3	Choose File	Prints a file that is located on your laptop, computer, or a network file server.

Printing a file or updating firmware from the Print screen

Use the following procedure to print a file or update product firmware from the **Print** screen.

1. Select a file that resides on your machine or on your network, and then click the button next to **Choose File** to browse to a file that you want to print.
2. Click **Apply**.

3 Configuring the product from the Settings screens

Use the screens on the **Settings** tab to configure the product from your computer.

Configure Device

You can use the **Configure Device** screen to print device information pages and configure the device remotely.

The menus on this screen are similar to the menus that are available at your device control panel. Some of the device control-panel menus are not available from the HP EWS. See the documentation that came with your device for more information about the different menus that your device supports.

The following illustration, table, and example procedure describe how to use this screen.

Figure 3-1 Configure Device screen

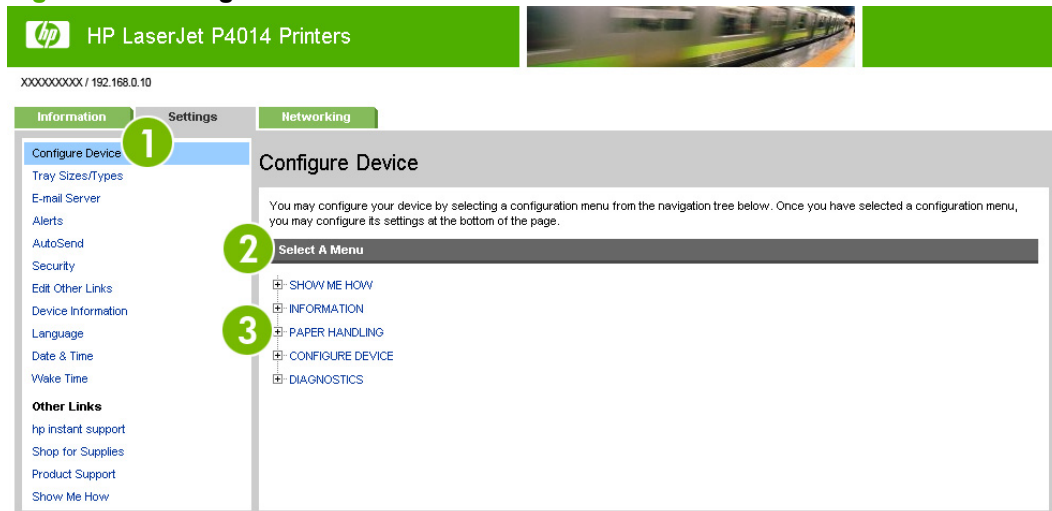


Table 3-1 Configure Device

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .

Table 3-1 Configure Device (continued)


Callout	Area on the screen	Information or capability that the area provides	
2	Select A Menu	SHOW ME HOW menu	See step-by-step instructions for performing printer tasks.
		INFORMATION menu	Print device information pages, which provide details about the device and its configuration.
		PAPER HANDLING menu	Set the type of media that is in each tray.
		CONFIGURE DEVICE menu	Configure the device to affect the device behavior. For example, you can configure device personality settings from this menu, such as print-quality settings or destination bins.
		DIAGNOSTICS menu	Get information about the device that you can use to troubleshoot problems.
3	Plus sign (⊕)	Click the plus sign next to a menu, or click the menu itself, to see the submenus or subentries.	

Using the menus on the Configure Device screen

The following procedure is provided *only* as an example. Similar procedures can be used to set other menu items.

Follow these steps to print a configuration page (example procedure).

1. Click **INFORMATION**.
2. Select the check box for the information page that you want to view or print, and then click **Apply**.

 **NOTE:** Print drivers and software programs frequently override selections that are made on the **Paper Handling** menu. For more information, see the user guide that came with your product. Any changes are reflected on the **Device Status** screen, the **Configuration Page** screen, and the **Paper Handling** menu.

Tray Sizes/Types

Use the **Tray Sizes/Types** screen to assign paper sizes and paper types for each tray on the product. The following illustration and table describe how to use this screen.

Figure 3-2 Tray Sizes/Types screen

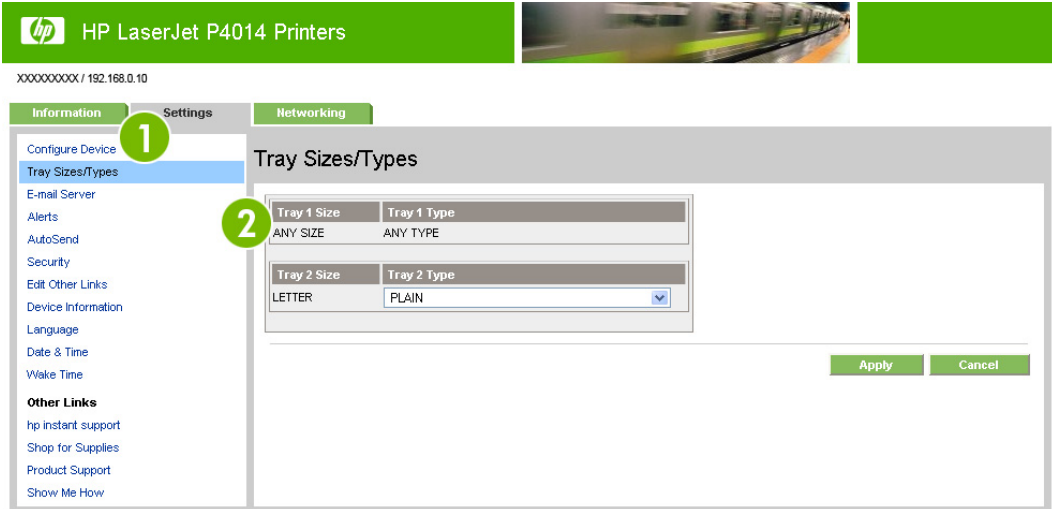


Table 3-2 Tray Sizes/Types

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	Tray Sizes and Tray Types	Use these menus to select the default paper sizes and types for each tray on the product.

E-mail Server

Use the **E-mail Server** screen to configure e-mail settings for outgoing e-mail. Use the settings on this screen to send and receive e-mail messages, including product alerts. The following illustration, table, and procedures describe how to use this screen.

Figure 3-3 E-mail Server screen

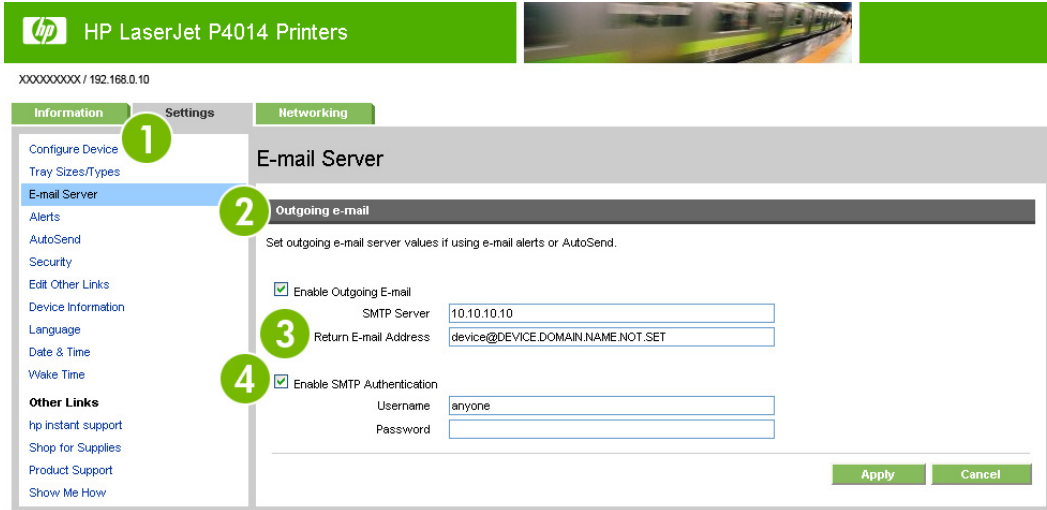


Table 3-3 E-mail Server

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	Outgoing e-mail	Configure outgoing e-mail if you intend to use the Alerts or AutoSend features. For more information, see Using the Alerts screen with a product on page 30 .
3	Return E-mail Address	This is the device's e-mail address that appears in device alerts. For more information, see Configuring the return e-mail address on page 27 .
4	Enable SMTP Authentication	If your SMTP server requires authentication, type the credentials here.

Configuring outgoing e-mail


You must configure outgoing e-mail if you intend to use the Alerts or AutoSend features.

1. Find the TCP/IP address or fully-qualified domain name of the simple mail transfer protocol (SMTP) mail server on your network. The EWS uses the SMTP server TCP/IP address to relay e-mail messages to other computers.



NOTE: Your organization's network or e-mail administrator typically provides this information

2. Select the **Enable Outgoing E-mail** check box.

3. Type the SMTP server TCP/IP address or the fully-qualified domain name found in step 1 in the **SMTP Server** text box.
 4. Type the return e-mail address for the device (optional).
-
-  **NOTE:** For information about configuring the return e-mail address for the device, see [Configuring the return e-mail address on page 27](#).
-
5. If the SMTP server requires authentication, select the **Enable SMTP Authentication** check box and type the username and password (optional).
 6. Click **Apply** to save the changes.

Configuring the return e-mail address

When you configure the return e-mail address on the **E-mail Server** page, you are configuring the identity of the product. For example, if you type `anyone@your . company . com` in the **Return E-mail Address** field, all e-mails sent out by the product will come from `anyone@your . company . com`. In this example, `anyone@your . company . com` is the identity of the product.

Alerts

From the **Alerts** screen, IT administrators can set up the product to send problem and status alerts to anyone through e-mail messages. When this function is configured, alerts are automatically triggered about supplies, paper-path status, and other service and advisory information. More than one individual can receive alerts, with each person receiving only specific alerts. For example, an administrative assistant might be responsible for ordering print cartridges or fixing jams, and could receive advanced warning when toner is low or a jam occurs. Similarly, the long-life supplies might be handled by an external service provider, who could receive alerts about performing product maintenance, loading the front or rear stapler, and similar needs.

NOTE: With a permanent storage device installed, such as a hard disk, a user can create up to four different destination lists, with up to 20 recipients on each list. (Without the permanent storage device, a user can send alerts to only four e-mail addresses.)

By selecting the **Select Control Panel Messages to Suppress** option (available on the **Alerts - setup** screen that appears when you press the **New Destination List** button), you can suppress the **Order Cartridge** or **Replace Cartridge** supplies status messages on the control panel. The message is suppressed at the control panel only if one or both of these alerts has first been selected to be received.

The following illustration, table, and procedures describe how to use this screen to edit, test, and delete destinations and destination lists.

NOTE: In order for e-mail alerts to function, outgoing e-mail must be enabled. To enable outgoing mail, see [Configuring outgoing e-mail on page 26](#).

Figure 3-4 Alerts screen

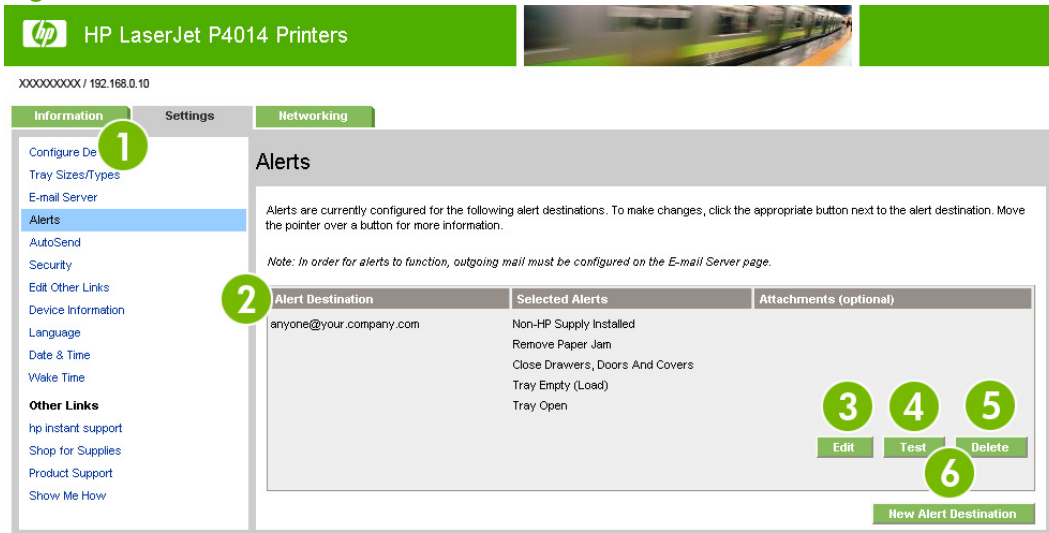


Table 3-4 Alerts

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	Destination list summary	Lists the current selections for each destination. The List Name field appears only if a hard disk has been installed.

Table 3-4 Alerts (continued)

Callout	Area on the screen	Information or capability that the area provides
3	Edit	Click this button to make changes to the destination or destination list.
4	Test	Click this button to send a test alert to the destination or destination list.
5	Delete	Click this button to delete the destination or destination list.
6	New Destination List	Click this button to define the settings for a new destination list for alerts.

Using the Alerts screen with a product

You can set up four different lists, with up to 20 recipients on each list.

The **Alerts - setup** screen that appears when you click either **Edit** or **New Destination List** looks similar to the following illustration.

Figure 3-5 Alerts - setup screen

HP LaserJet P4014 Printers

XXXXXXXXXX / 192.168.0.10

Information Settings **Networking**

Configure Device
Tray Sizes/Types
E-mail Server
Alerts
AutoSend
Security
Edit Other Links
Device Information
Language
Date & Time
Wake Time

Other Links
hp instant support
Shop for Supplies
Product Support
Show Me How

Alerts - setup

Step 1: Type the alert destination

Type the alert destination in any of the following forms:

- An e-mail address (e.g., your-name@your-company.com)
- A mobile device (e.g., 208-555-5555@mobile-company.net)
- A posting to a website (e.g., <http://www.your-server.com>)

Alert Destination:

Step 2: Select Alerts

Select the alerts that you would like the alert destination to receive. The most common alerts are listed here.

Alert Name	Selected	Threshold*
Order Cartridge	<input type="checkbox"/>	15 (0-100) percent
Replace Cartridge	<input type="checkbox"/>	
Non-HP Supply Installed	<input type="checkbox"/>	
Remove Paper Jam	<input type="checkbox"/>	
Close Drawers, Doors And Covers	<input type="checkbox"/>	
Tray Empty (Load)	<input type="checkbox"/>	
Tray Open	<input type="checkbox"/>	

* Changes to threshold values apply to all destinations for this device.

Additional Alerts

To view all of the alerts for this product, click the **Show All Alerts** button.

Note: Clicking this button saves your current changes and opens the page that lists all of the alerts options.

Show All Alerts

Step 3: Select Control Panel Messages to Suppress

Select the message(s) below that you do not want to show on the device control panel. The option is available only if the corresponding e-mail alert has been selected in the previous step.

Order and Replace Cartridge

Step 4: Select e-mail attachments (optional)

Select the attachments that you want to include with each e-mail alert message. Go to the **Information** tab to see examples of these pages.

Supplies Status Page
 Usage Page
 Configuration Page
 Event Log Page

Select this option if the alert destination you have chosen to receive alerts is an automated computer system.

XML Data

OK Cancel

To configure alerts

1. Do one of the following:

- To create a new destination list, click **New Destination List**.

-Or-


- To modify an existing destination list, click **Edit** next to the list that you want to modify.

The **Alerts - setup** screen appears.

2. Type a name in the **List Name** field, such as Service or Supplies (available if a permanent device storage is installed).
3. Type the e-mail addresses for people who you want to receive alerts. In large environments, system administrators can route e-mail addresses to list servers, URLs, and mobile devices for expanded alerts. Add multiple destinations by separating each destination with a comma or semicolon.
4. Select the check box for the alerts that you want to be sent with this destination list. (To see all of the alerts that are available for the product, click **Show All Alerts**.)
5. Where applicable, set the threshold value for the individual alerts.

The threshold value for service alerts and for the paper-path alerts is a user-specified number of minutes. This is the amount of time that an event will be ignored before an e-mail alert message is sent. For example, you might want to set the threshold value for the "Tray Open" alert to 10 minutes to allow someone to close the tray after loading the tray or clearing a jam.

6. Under **Select Control Panel Messages to Suppress**, select messages that you do not want to appear on the product control panel. This step applies only to messages that were selected to be received as alerts.

 **NOTE:** If the browser does not accept JavaScript, then the check box for message suppression will be always enabled. The check-box selection is validated when you submit the page by pressing the **Apply** button. If the alerts corresponding to the alerts selected for suppression have not been selected, the **Alerts - setup** screen is reloaded with a warning message, informing you that you must first select the corresponding alerts in order to suppress their appearance on the control panel.

7. Select the attachments that you want to be included with your e-mail alert messages. These attachments can include the following pages. (Go to the **Information** tab to see examples of these pages.)

- Supplies Status Page
- Usage Page
- Configuration Page
- Event Log Page
- XML Data

The **XML Data** option should be selected if one of the destinations you have chosen to receive alerts is an automated computer system. Each item that you select will be attached to the e-mail. For example, if you select **Usage Page** and **Event Log Page**, you will receive one e-mail message with two attachments, one for each selection. If you also select the **XML Data** option, you will receive one e-mail message with three attachments: one attachment for the Usage Page in HTML,

one for the Event Log Page in HTML, and a third consisting of instant support information in a text file attachment that has an .XML extension.

8. Click **Apply** to save the information.
9. Repeat steps 1 through 8 for each additional list or destination.

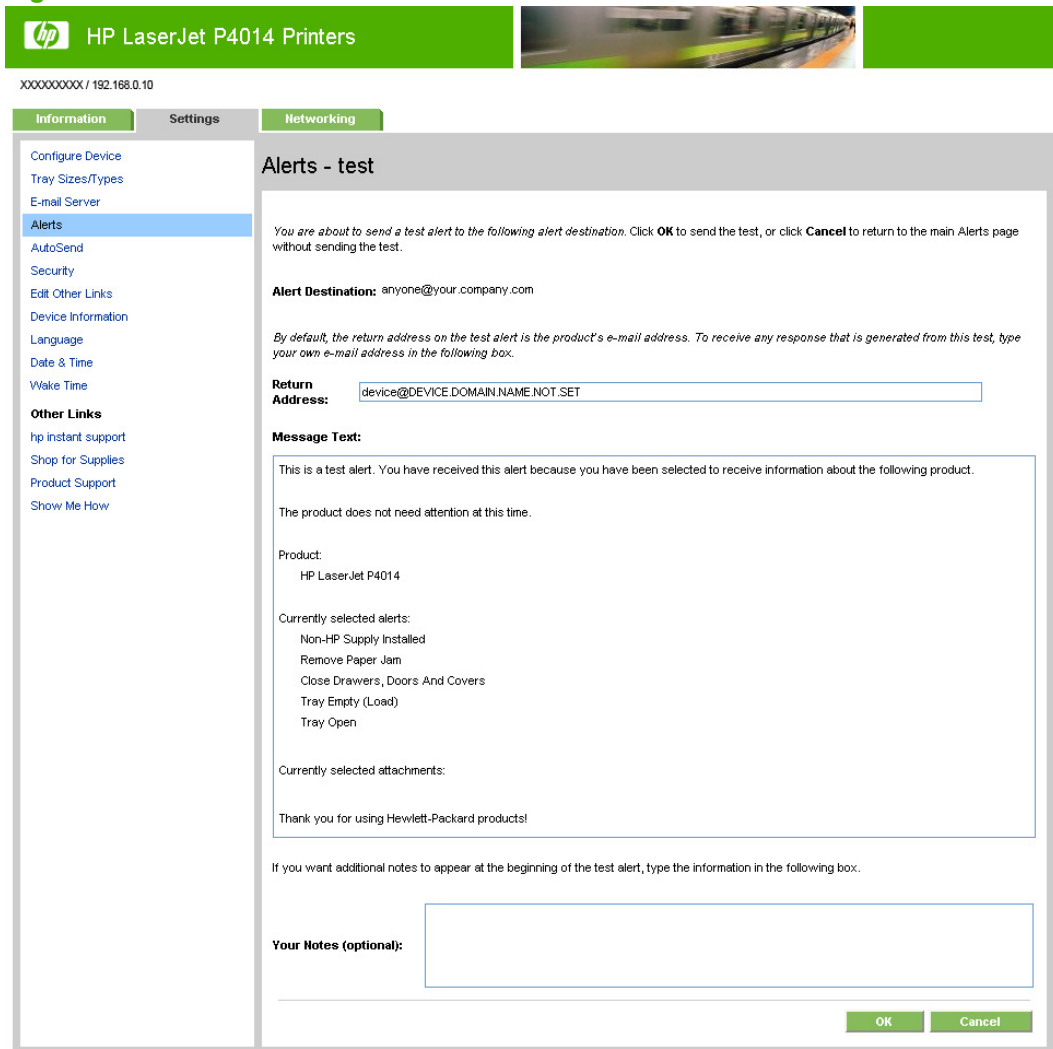
Use the following procedure to test the destination list configuration.

To test the configuration of a destination list

1. Click the **Test** button next to the destination list that you want to test.

The following window appears.

Figure 3-6 Alerts - test screen



2. Select the destinations that you want to test.
3. The return address is the product's e-mail address. Type your e-mail address in the **Return Address** box if you would like to receive messages about any errors that are generated from the test alert (for example, to be notified of an incorrect destination address).

4. If applicable, type additional information that you would like to appear at the beginning of the e-mail alert message in the **Your Notes (optional)** text field.
5. Click **OK**.

To delete destinations and destination lists

1. If you have multiple destinations configured, you can delete a destination or destination list by clicking the **Delete** button next to the destination or destination list that you want to delete.
2. Click **OK** to confirm the deletion.

AutoSend

Use the **AutoSend** screen to send product-configuration and supplies-usage information periodically to e-mail destinations of your choice, such as service providers. This feature establishes a relationship with Hewlett-Packard Company or another service provider to provide you with services that include, but are not limited to, print-cartridge replacement, pay-per-page contracts, support agreements, and usage tracking. A user can add up to twenty AutoSend destinations. The following illustration, table, and procedure describe how to use this screen.

Figure 3-7 AutoSend screen

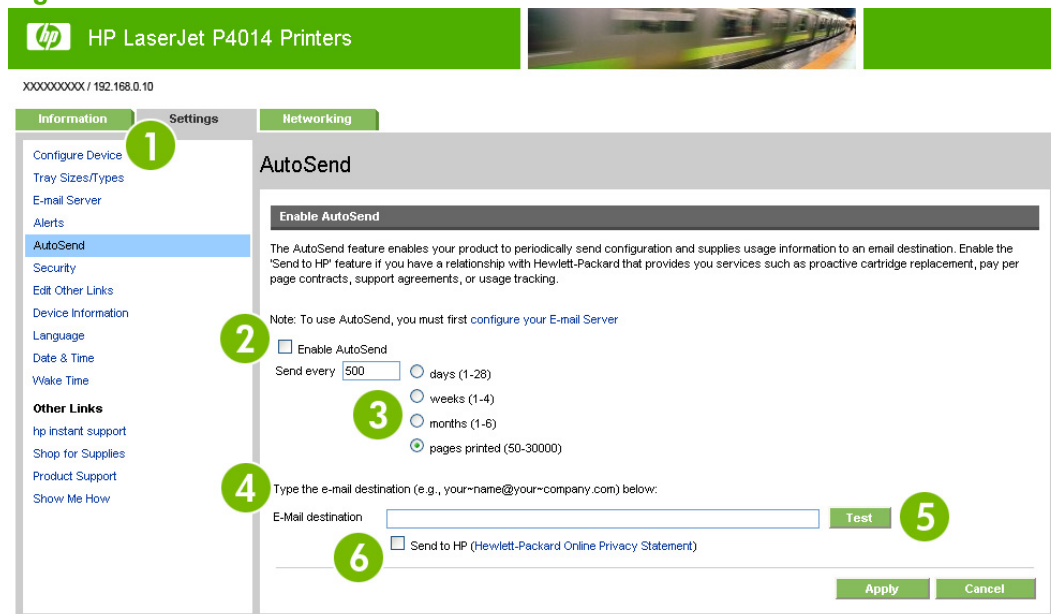


Table 3-5 AutoSend

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	Enable AutoSend	Select this check box to turn on the AutoSend feature.
3	Send every [interval]	Select the interval at which you want the product to send the product configuration and supplies usage information to the destinations that are configured in the E-Mail destinations field.

Table 3-5 AutoSend (continued)

Callout	Area on the screen	Information or capability that the area provides
4	E-Mail destinations	A list of e-mail addresses (up to 20 destinations) is available if a permanent device storage is installed. (One e-mail address is saved if a permanent device storage is not installed.)
5	Test	Click this button to save your settings and to send the information immediately, so that you can make sure that the recipient receives the messages.
6	Send to HP	Select this check box to send device configuration and supplies status information to HP on a regular basis. The information will be sent to an HP e-mail address (for example, myproduct@hp.com) in a text-based file with an .XML file extension. This file will be created in English. To view more information about how HP treats the information that is sent by AutoSend, click Hewlett-Packard Online Privacy Statement .

To turn on the AutoSend feature

Use the following procedure to make the AutoSend feature available.

1. Make outgoing e-mail functions available by following the instructions that are listed in this chapter. (For more information, see [E-mail Server on page 26](#).)
2. Select the **Enable AutoSend** check box.
3. Click an option to specify the interval at which you want the product to send the product-configuration and supplies-usage information to the e-mail recipients (determined in the next step), and then type the number of days, weeks, months, or pages printed.
4. Configure up to 20 destinations using the format that appears on the screen.
5. To send device configuration and supplies status information to HP, select the **Send to HP** check box.
6. Click **Apply**.

Security

The following illustration and table describe how to use the **Security** screen.

Figure 3-8 Security screen

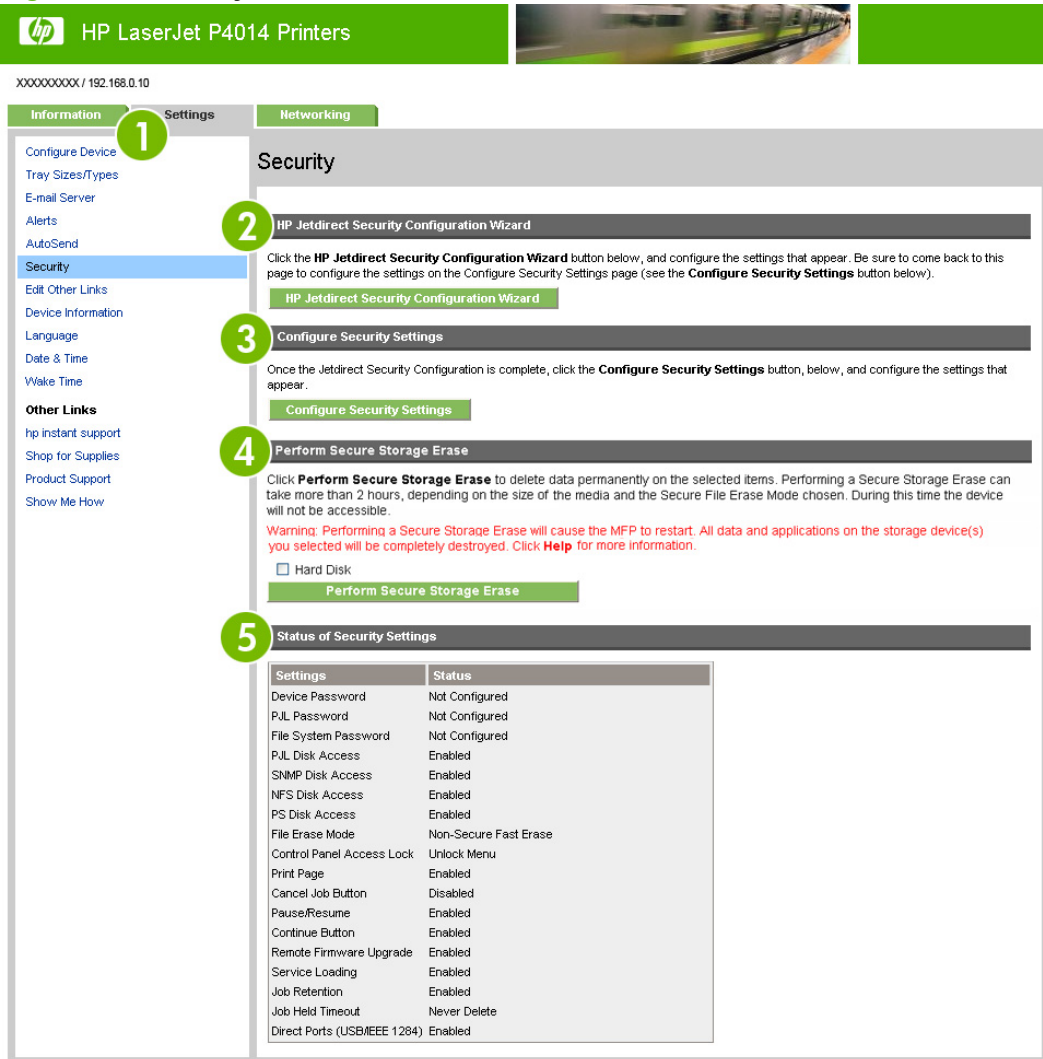


Table 3-6 Security

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	HP Jetdirect Security Configuration Wizard button	The HP Jetdirect Security Configuration Wizard button allows you to configure security settings for the device's HP Jetdirect print server.
3	Configure Security Settings button	The Configure Security Settings button allows you to configure security settings for the device's management and printing systems.
4	Perform Secure Storage Erase button	The Perform Secure Storage Erase button allows you to perform disk wipes that will remove all data that has been stored on any mass storage unit attached to the device.

Table 3-6 Security (continued)

Callout	Area on the screen	Information or capability that the area provides
5	Status of Security Settings	<p>NOTE: The settings for the type of Secure Storage Erase to be performed can be configured in the File Erase Mode section of the device's security settings page.</p> <p>NOTE: The device's file system password must be set before a Secure Storage Erase operation can be performed. The file system password can be set in the File System Password section of the device's security settings page. See Configure Security Settings on page 37.</p> <p>NOTE: This button does not appear if the device does not have a mass storage device installed.</p> <p>This section presents a summary of the current security settings on the device. These settings can be modified by clicking on the Configure Security Settings button.</p>

Configure Security Settings

Use the **Configure Security Settings** screen to set the desired levels of security. The following illustration and table describe how to use this screen.

Figure 3-9 Configure Security Settings screen



Callout	Area on the screen	Information or capability that the area provides
1	Device Password	<p>Use this feature to set your password using a maximum of 16 characters. The device password allows you to control who can access and change device settings.</p> <p>To assign or change the device password:</p> <ol style="list-style-type: none"> 1. If the device currently has a password assigned, type the current device password in the Old Password text box. 2. Leave the New Password and Verify Password text boxes blank. 3. Type the same device password in the Verify Password text box. 4. Click Apply at the bottom of the page. 5. An authorization dialog box appears. Use the new password to re-authenticate to the device. <p>To disable the device password:</p> <ol style="list-style-type: none"> 1. Type the current device password in the Old Password text box. 2. Leave the New Password and Verify Password text boxes blank. 3. Click Apply at the bottom of the page. 4. An authorization dialog box appears. Use the new password to re-authenticate to the device.
2	PJL Password	<p>PJL (Printer Job Language) is a command language that enables some features of the printer such as banner pages. Setting the PJL password locks access to these PJL features.</p> <p>Set the PJL password so that only authorized users can access PJL enabled features. The PJL password can be any number between 1 and 2147483647.</p>
3	File System Password	<p>Use this feature to prevent unauthorized users from changing any file system configuration options and from performing a secure storage erase operation.</p> <p>The file system password must be set to perform a secure storage erase operation and to configure the secure file</p>

		erase modes and the file system external access. The File System Password can be up to 8 characters long.
4	File System Access Settings	<p>Use this feature to select which subsystems or embedded printer languages have access to the device file systems.</p> <p>NOTE: The File System Password must be configured before these settings can be modified.</p>
5	File Erase Mode	<p>Determines the behavior of a secure storage erase operation and the erase operation that the printer automatically performs to make space available on a hard disk drive for incoming print jobs.</p> <p>The erase operations are designed to add available space to the printer's hard disk drive, and to prevent unauthorized users from accessing confidential information from the printer's hard disk drive or other erasable storage device.</p> <p>NOTE: The File System Password must be configured before these settings can be modified.</p> <p>The following erase modes are available. See row four in Table 3-6 Security on page 35 for more information.</p> <ul style="list-style-type: none"> • Non-Secure Fast Erase. When a Secure Storage Erase is performed, files on the mass storage device are not actually deleted. Rather, the reference to the files in the file system tables is removed. • Secure Fast Erase. When a Secure Storage Erase is performed, file information is overwritten with a random character pattern when it is deleted. • Secure Sanitize Erase. When a Secure Storage Erase is performed, a secure, repetitive algorithm is used to overwrite all file information and remove any residual data persistence. A random character is written to all bytes of deleted sectors. Then the complement of that character is written, and finally, another random character is written. The device might restart a number of times during this process.
6	Control Panel Access Lock	Use this feature to lock the device control panel, preventing unauthorized users from accessing it and changing the

device settings. Users can still read the settings on the printer's control panel.

The following options are available.

- **Unlock menu.** Allows full control panel access.
 - **Minimum Menu Lock.** Locks out the **RESETS MENU**, **CONFIGURATION MENU**, and the **I/O MENU**.
 - **Moderate Menu Lock.** Locks out the menus locked by the **Minimum Menu Lock**, plus the **PRINT QUALITY MENU** and the **PAPER HANDLING MENU**.
 - **Intermediate Menu Lock.** All items in the following menus are locked out:
 - **PAPER HANDLING MENU**
 - **CONFIGURE DEVICE MENU**
 - **DIAGNOSTICS MENU**
 - **SERVICE MENU**
- NOTE:** **Intermediate Menu Lock** is a stand-alone menu. It does not build on other menus.
- **Maximum Menu Lock.** Locks out the menus locked by **Minimum Menu Lock** and **Moderate Menu Lock**, plus the **PRINTING MENU**, **INFORMATION MENU**, and the **Job Cancel** key.

NOTE: If the menu item is locked, any attempt by the user to change a variable from the front panel will generate a warning on the control panel display indicating that the control panel menus are locked.

7

Embedded Web Server Options

Use this feature to display or hide Embedded Web Server pages as well as to enable or disable some capabilities of the device.


8	Options for Services	<p>Use this feature to enable services for the printer:</p> <ul style="list-style-type: none"> ● Remote Firmware Upgrade. Allows you to enable or disable upgrades to the device firmware. ● Service Loading. Allows you to enable or disable the ability for third-party applications to load custom services on the device. ● Job Retention. Allows you to enable or disable Job Retention capabilities (Job Hold, Proof, Store, and PIN Printing).
9	Direct Ports (USB/IEEE 1284)	<p>Use this feature to force users to communicate with the device over a network. Setting this option allows more control of device usage by enforcing network defined permissions.</p> <p>When this setting is applied, the device turns off and then back on to disable the direct port.</p>

HP Jetdirect Security Configuration Wizard

Use the **HP Jetdirect Security Configuration Wizard** to configure security settings for HP Jetdirect print server management.

HP Web Jetadmin is a powerful web-based software utility for installing, configuring, and managing network-connected devices. Since it can install and configure devices, it must be able to secure itself against unwanted access. Not only can it secure itself against unwanted users, it can also secure the devices it manages against unwanted access. Securing devices is important for the following reasons:

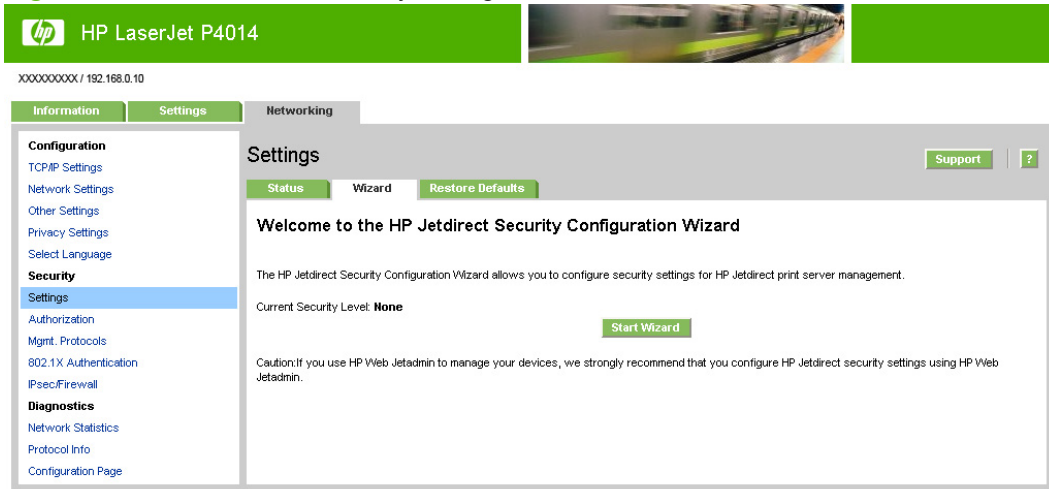
- Reduce printer down time
- Reduce help desk calls
- Minimize troubleshooting visits
- Minimize consumable usage

 **NOTE:** If you use HP Web Jetadmin to configure your printer, HP recommends that you configure HP Jetdirect security settings with HP Web Jetadmin.

As HP Jetdirect firmware is enhanced or revised, performance and security issues are addressed. Always keep the firmware on the printer at the latest revision level to ensure maximum security. HP Web Jetadmin provides the ability to upgrade HP Jetdirect firmware either individually or in batches

The following illustration describes how to use this screen.

Figure 3-10 HP Jetdirect Security Configuration Wizard



Edit Other Links

Use the **Edit Other Links** screen to add or customize up to five links to the Web sites of your choice (see the following note). These links appear throughout the HP EWS screens in the **Other Links** box beneath the left navigational bar. Four permanent links (**hp instant support**, **Shop for Supplies**, **Product Support**, and **Show Me How**) have already been established. The following illustration, table, and procedures describe how to use this screen.


 **NOTE:** With a permanent storage device installed, you can add up to five additional links; without the extra storage, you can add one additional link.

Figure 3-11 Edit Other Links screen

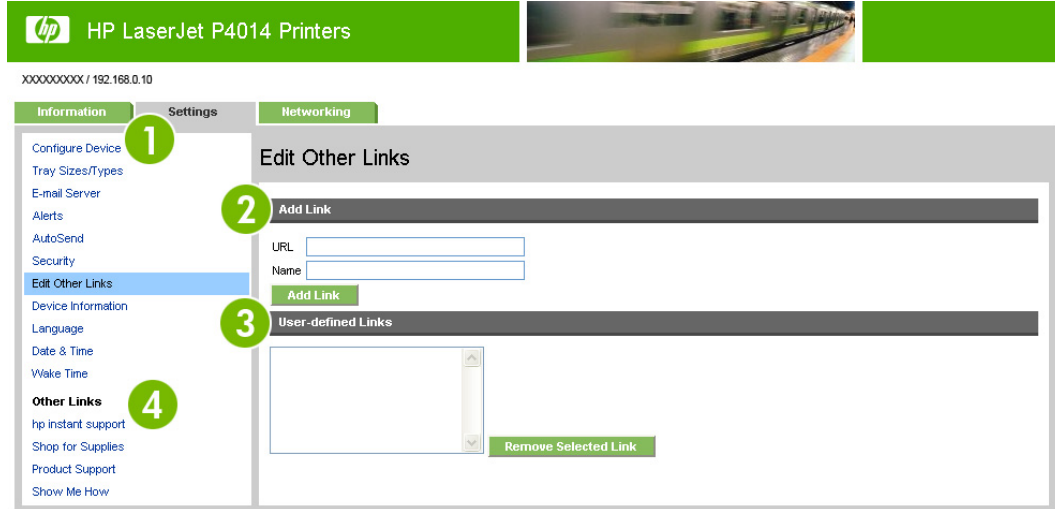


Table 3-7 Edit Other Links

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	Add Link	Add a user-defined link.
3	User-defined Links	Lists the user-defined links that have been added. Use this area to delete links.

Table 3-7 Edit Other Links (continued)

Callout	Area on the screen	Information or capability that the area provides	
4	Other Links	hp instant support	Connect to Web resources that help you to solve specific problems and determine what additional services are available for your product. (Detailed information, including serial number, error conditions, and status, is forwarded to HP Customer Care. Hewlett-Packard Company treats this information as confidential.)
		Shop for Supplies	Connect to a Web page that facilitates online ordering of supplies from a reseller of your choice.
		Product Support	Gain access to specific product help from the HP Web site.
		Show Me How	View step-by-step instructions for performing printer tasks.
		My Service Provider	Connect to the home page of your service provider. This link appears only if the service provider has configured it.
		My Service Contract	Connect to a page that shows the terms and limits of your service contract. This link appears only if the service provider has configured it.

Adding a link

Use this procedure to add a link.

1. Under **Add Link**, type the URL and the name of the link as you would like it to appear in the HP EWS.
2. Click **Add Link**.

Removing a link

Use this procedure to remove a link.

1. Under **User-defined Links**, select the link or links that you would like to remove.
2. Click **Remove Selected Link**.

Device Information

Use the **Device Information** screen to provide a name of your choice for the device, assign an asset number, and configure the company name, the person to contact about the device, and the physical location of the device. The device TCP/IP address, device name, device model, and serial number are also available on this screen.

Figure 3-12 Device Information screen



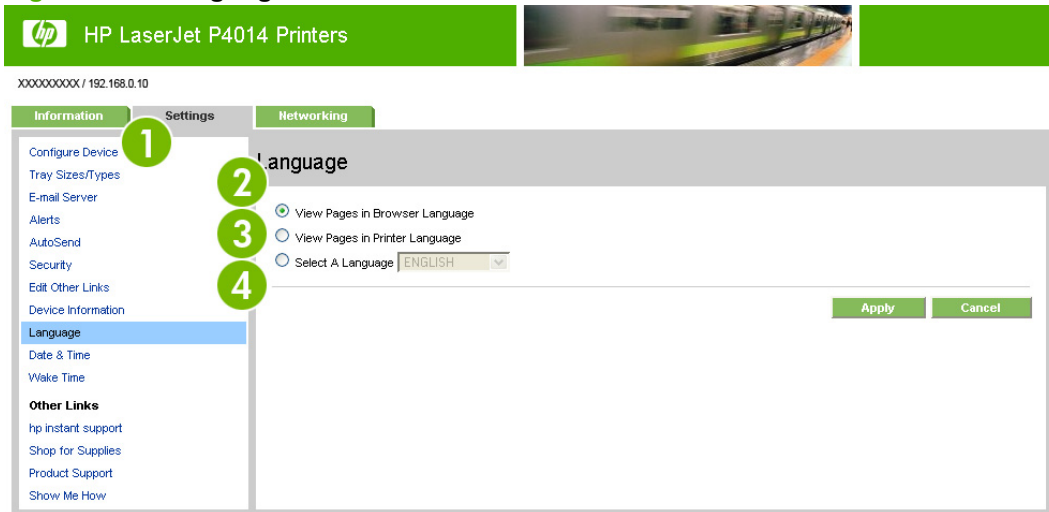
 **NOTE:** If you make any changes on the **Device Information** screen, click **Apply** to save the changes.

The information that is typed here appears on the **Device Information** screen that can be opened from the **Information** tab. It also appears in e-mail messages that are sent from the product. This might be useful if you need to locate the product to replace supplies or fix a problem.

Language

Use the **Language** screen to select the language in which the HP EWS screens appear. The following illustration and table describe how to use this screen.

Figure 3-13 Language screen



△ **CAUTION:** Selecting **View Pages in Device Language** or **Select A Language** changes the language for everyone who uses the HP EWS.

Table 3-8 Language

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	View Pages in Browser Language (this is the default)	Use this feature to detect which language is selected for your Web browser. The HP EWS screens appear in the same language.
3	View Pages in Printer Language	Use this feature to detect which language is selected for the device control panel. The HP EWS screen appear in the same language.
4	Select A Language	Select the language for the HP EWS screens from the drop-down menu.

📝 **NOTE:** The default language is the language that the Web browser is currently using. If your browser and control panel both use a language that is not available for the HP EWS, English is selected as the default. If you make any changes on the **Language** screen, click **Apply** to save your changes.

Date & Time

Use the **Date & Time** screen to update the product time. The following illustration and table describe how to use this screen.

Figure 3-14 Date & Time screen

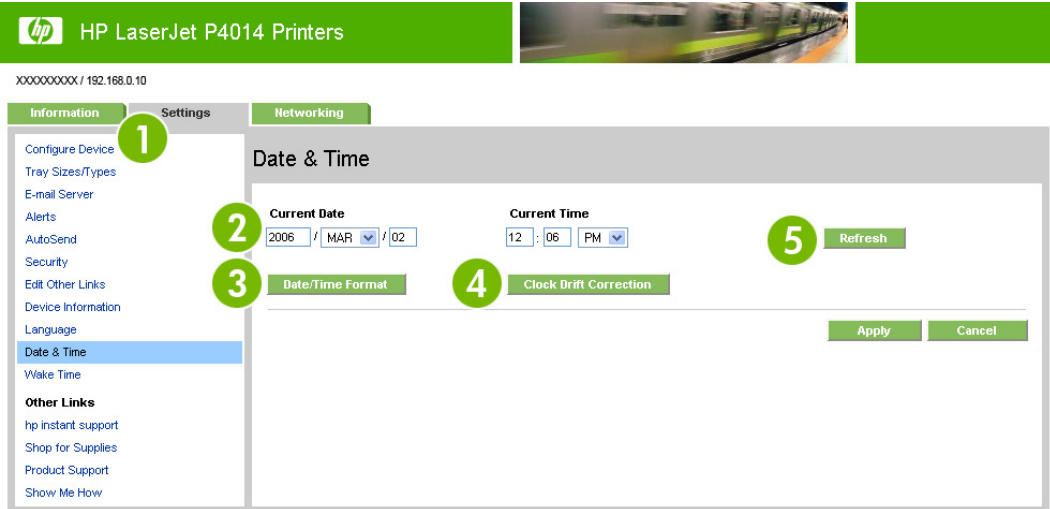


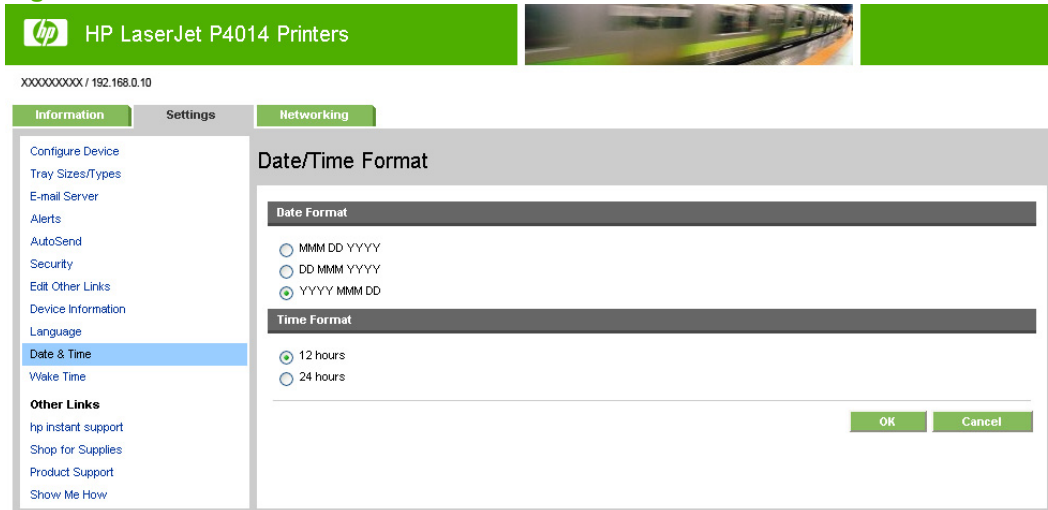
Table 3-9 Date & Time

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	Current Date and Current Time	Shows the product date and time when the EWS was opened. If either is incorrect, an IT administrator can change the information at the product control panel or through this HP EWS page.
3	Date/Time Format	Click this button to open a screen where you can select the date and time format.
4	Clock Drift Correction	Click this button to configure a network time server. This corrects clock drift by using a network time server of your choice. For more information, see Clock Drift Correction on page 48 .
5	Refresh	Click this button to update the product date and time on the screen. For more information, see Date/Time Format on page 48 .

Date/Time Format

Use the **Date/Time Format** screen to select the formats you prefer for displaying the date (under **Date Format**) and time (under **Time Format**). The following illustration shows the **Date/Time Format** screen.

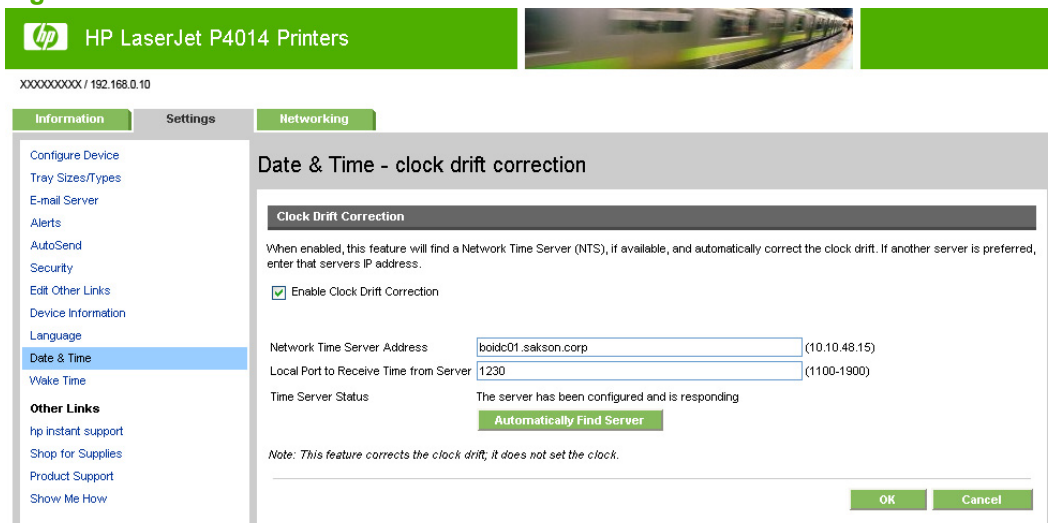
Figure 3-15 Date/Time Format screen




Clock Drift Correction

Use the **Date & Time - clock drift correction** screen to enable clock drift correction. The following illustration shows the screen.


Figure 3-16 Date & Time - clock drift correction screen




To configure a network time server to correct the product clock drift, use the following procedure.

 **NOTE:** This process keeps the clock from drifting (losing or gaining time), but does **not** synchronize the clock with the network time server clock.

1. Select the **Enable Clock Drift Correction** check box.
2. In the **Network Time Server Address** field, type the TCP/IP address of the clock which you want to use for correction of the product clock drift.

 **NOTE:** Alternatively, you can click the **Automatically Find Server** button to find a time server on your network and automatically fill in this field.

3. In the **Local Port to Receive Time from Server** field, type the number of the appropriate port.
4. Click **OK**.

 **NOTE:** Use this screen only to configure the time server for clock drift correction, not to set the clock. To set the clock, use the main **Date & Time** screen. For further information, see [Date & Time on page 47](#).

Wake Time

An IT administrator can use the **Wake Time** screen to schedule product wakeups on a daily basis. For example, the product can be set to wake up at 07:30, so the product has finished initializing and calibrating and is ready to use by 08:00. The administrator sets only one wakeup setting per day; however, each day can have a different wakeup setting. Additionally, to save energy, the sleep delay can be set to turn the product off after a specific period of inactivity.

Figure 3-17 Wake Time screen

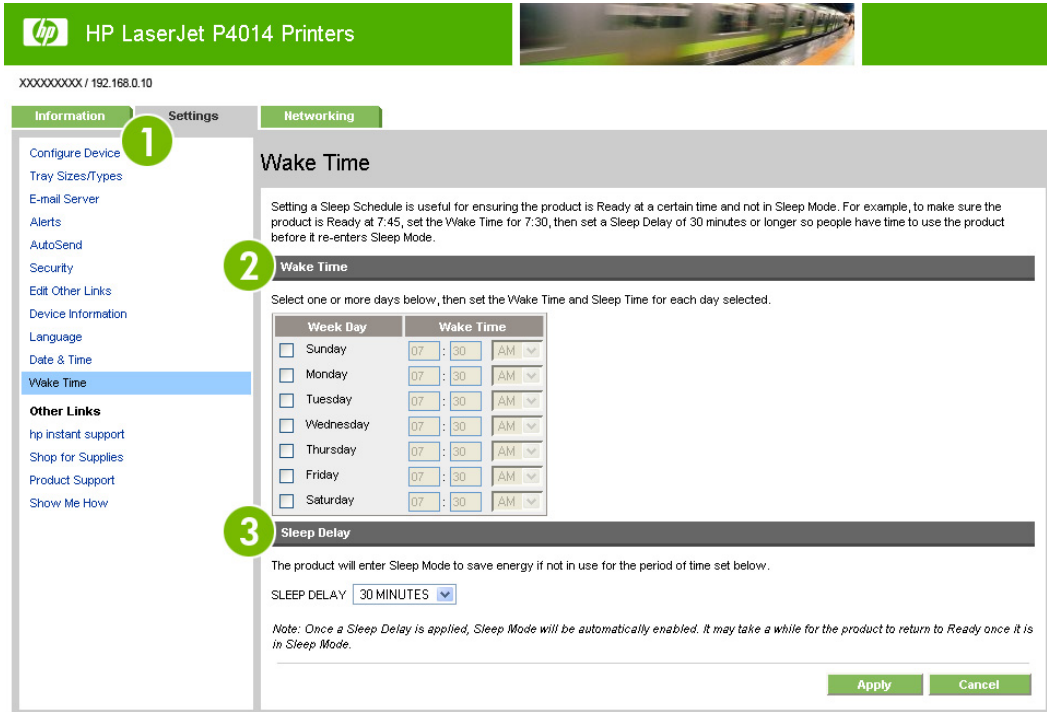


Table 3-10 Wake Time

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .
2	Wake Time	Select one or more days on which to use the wakeup setting, and then set the time the product is turned on each day.
3	Sleep Delay	Set the amount of time the product is idle before it goes into Sleep Mode. When the product is in Sleep Mode, it uses less energy.

4 Managing network operation from the Networking screens

Overview

Use the Networking screens to configure and manage your product on your network. The appearance and features of the screens available from the **Networking** tab differ, depending on the model and version of your HP Jetdirect print server. The following screen is similar to what you might see when you click **Networking**. From the left navigational bar, click the **Networking** menu for the screen that you want to view.

Figure 4-1 Network Settings screen

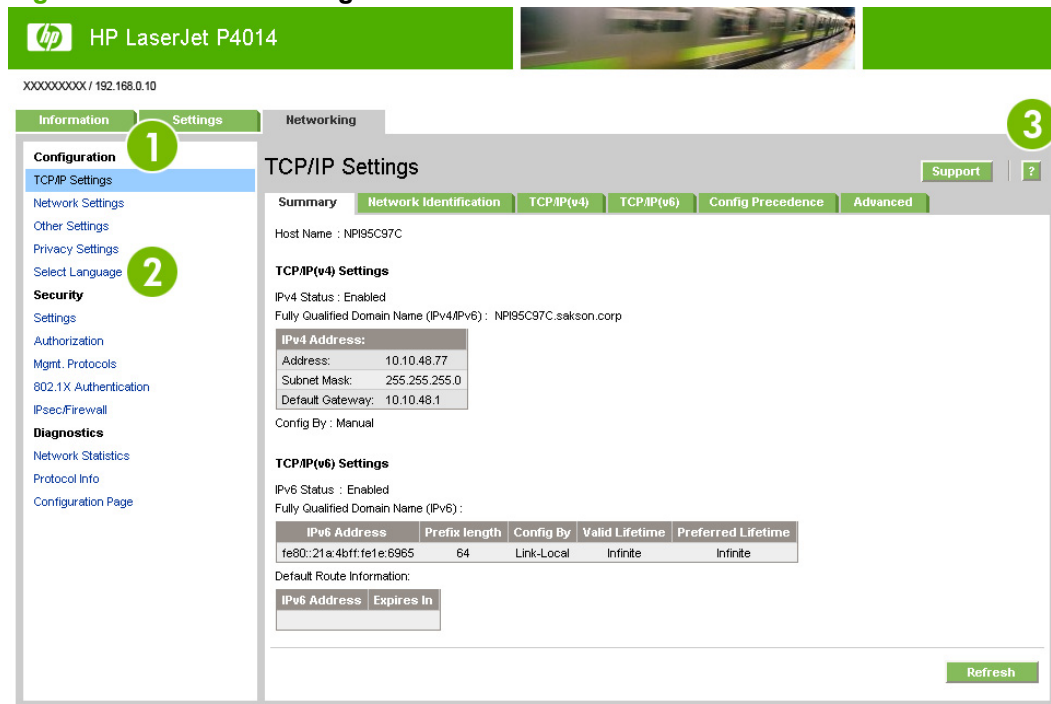


Table 4-1 Network Settings

Callout	Area on screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server on page 6 .

Table 4-1 Network Settings (continued)

Callout	Area on screen	Information or capability that the area provides
2	Select Language	Select the language for the Networking tab. The list of languages that are available in the Networking tab is <i>not</i> identical to the list of languages that are available in the Settings tab.
3	Help	Click ? for more information about the options on the Networking tab.

Depending on your HP Jetdirect print server model and operating version, the following are some tasks that you can perform from the Networking screens:

- Change network configuration settings for various types of network connections.
- Turn on or turn off printing protocols.
- Set up a support contact and support URLs.
- Set a password to control access to the product and network configuration settings. This password is synchronized with the password that you set on the **Security** screen under the **Settings** tab, so you may set or reset it from either screen.
- Configure the security of your product through the use of passwords, access lists, and management protocols.
- View general network status information, including network statistics that are stored on the print server, for network troubleshooting or optimization.
- View protocol information for all supported network connections.
- Open the HP Jetdirect Configuration page.
- Set the frequency at which the HP EWS checks the network status.

For more information about the Networking screens, see the following sources:

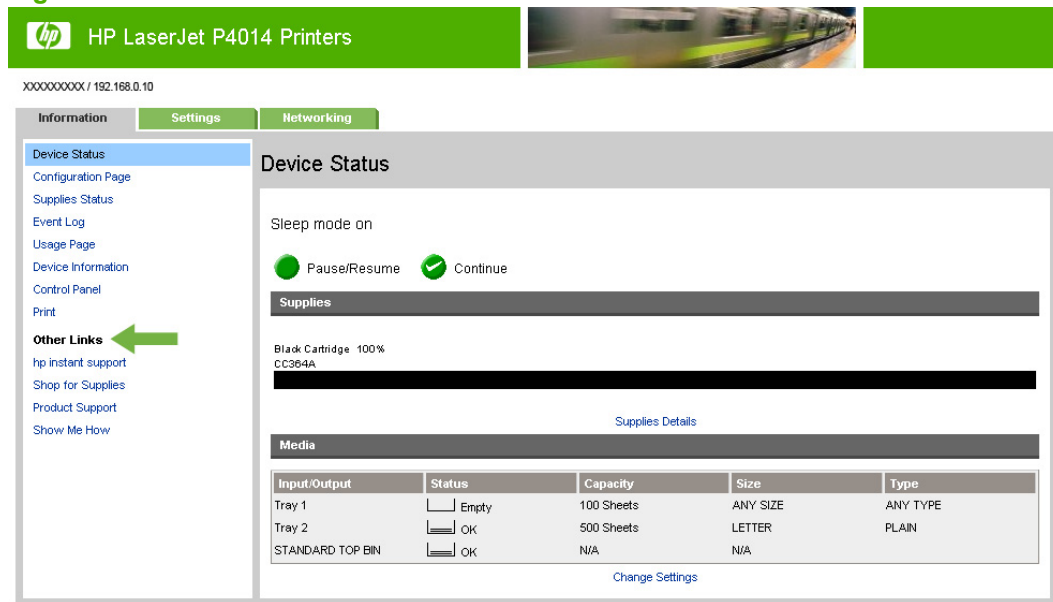
- **Help.** On each Networking screen, a ? in the upper-right corner of the screen provides a description of the networking features. Also, from the Help screen you can gain access to additional help from the HP Web site.
- **HP Jetdirect Administrator's Guide.** This guide is normally available on the software CD that came with your product and can be downloaded from the hp.com support pages for your product available on the following Web sites.

www.hp.com/go/ljp4010series_firmware or www.hp.com/go/ljp4510series_firmware

5 Using the Other Links as a resource

The **Other Links** box contains four permanent links that provide quick access to product-specific information, such as interactive troubleshooting and ordering information for genuine HP supplies.

Figure 5-1 Device Information screen



NOTE: You can use the **Edit Other Links** screen on the **Settings** tab to add up to five customized links to the Web sites of your choice. These links appear throughout the EWS screens, in the **Other Links** box beneath the left navigational bar. For more information, see [Edit Other Links on page 43](#).

The following sections describe each of the links that appear by default in the **Other Links** box.

hp instant support

Hewlett-Packard Company offers hp instant support, an Internet-based support system that collects diagnostic information from your product and matches it with the HP information database. At hp instant support, you can find intelligent solutions that help you resolve problems quickly and easily.

How hp instant support works

Information is gathered from your product and securely transmitted to Hewlett-Packard Company when you click **hp instant support**. The hp instant support Web site reads the product data to analyze the product's current status. The Web site creates a customized Web page that appears in the browser

window and contains easy-to-follow text and visual aids. The hp instant support Web site also directs you to additional services that are available for your product.

Before any of the product data is sent to Hewlett-Packard for analysis, you can view all of the information (for example, the serial number, error conditions, and product status) that will be forwarded. Hewlett-Packard treats this information as confidential.

Information you can get from hp instant support

The hp instant support Web site provides these tools for troubleshooting and for maintenance:

- Firmware and software updates.
- Troubleshooting for recent events that are listed on the Event Log Page. For example, the product might show a jam as the most recent event listed in the Event Log. The hp instant support Web site detects the event and provides troubleshooting information for the jam.
- Support packs.
- Product documentation, such as user guides and getting started guides.

Shop for Supplies

The **Shop for Supplies** link connects you to a Web page that facilitates your online ordering of supplies from a reseller of your choice. The supplies that you need are preselected. You can change quantities or select additional items. Your items are added to the shopping cart, ready for checkout, ensuring that the correct supplies are ordered through your selected reseller.

Product Support

The **Product Support** link connects you to a Web page that brings together a comprehensive menu of support resources that business people need. From this Web page, you can accomplish these tasks and more:

- Find a list of HP products at one site: computers, workstations, servers, storage devices, printer, scanners, digital imaging, and mobile devices.
- Obtain technical support. Solve a problem; find information to set up, install, and configure your product; discover and use a product; maintain your product; upgrade and migrate your product software and driver; and recycle products or dispose of them correctly.
- Gain access to self-solve resources such as FAQs, user documentation, features and specifications, and product-compatibility information.
- Collaborate with HP and with your peers through discussion groups, e-mail support, and phone support.
- Use task-based navigation to identify the task area that you want to work on and quickly discover related topics and tools.

In addition, you can find these features: hot topics, a subscription center, product rebate offers and other announcements, and training and education opportunities.

Show Me How

Clicking the **Show Me How** link connects to a Web page that provides step-by-step instructions for performing specific tasks. The following information is available:

- Clear jams
- Load trays
- Load special media
- Print both sides
- Supported paper
- More Help

If the computer has Internet access, select any of these items and click **Go!** to open the corresponding HP Web page.

My Service Provider and My Service Contract

The **My Service Provider** and the **My Service Contract** links appear only if they have been created (and perhaps renamed) by the service provider in the Other Links screen on the **Settings** tab. The link can then be clicked by any user to get information about the service provider and the service contract. The information, which can be up to 50 characters long, is stored in the permanent storage of the product.

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