

HP LaserJet Percent Life Remaining



Technical white paper

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1 HP Supplies Percent Life Remaining (PLR)

Percent Life Remaining (PLR) refers to the estimated remaining life for an HP printer's laser print cartridge for each respective Cyan (C), Magenta (M), Yellow (Y) or Black (K) cartridge. The content of this paper is focused on describing product and firmware design as it relates to HP product Percent Life Remaining (PLR) for HP Pro and Enterprise class LaserJet printers that operate using HP FutureSmart firmware versions 4, 5 or 6.

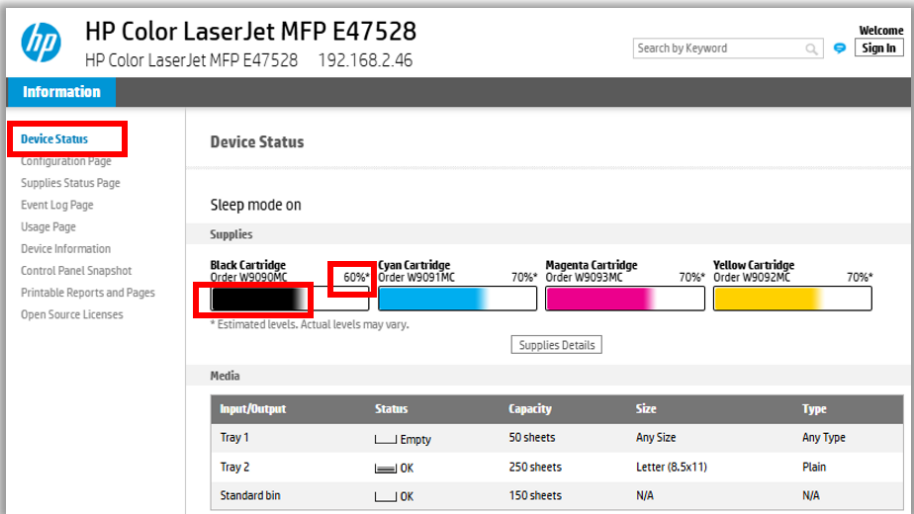
PLR for a cartridge is made visible by HP print device firmware/software displayed as a percentage value and graphical fuel bar for HP laser printer cartridges that are either genuine HP or non-HP cartridges. PLR is not available for refilled or remanufactured laser cartridges. Depending on device model the estimate life remaining value derived can originate from one or many combined sources such as internal estimation, cartridge sensors and/or pixel counters. The PLR value is stored on the cartridge and made available to the device via device firmware enabled interfaces. PLR is helpful for monitoring supply health, triggering alerts for replacements, supporting MPS (Managed Print Services) operations, and ensuring accurate reporting to ISVs DCA tools.

2 Accessing HP Supplies Percent Life Remaining (PLR)

For all supported PLR conditions, the HP printer firmware implements policies for how laser cartridge supply status is presented on the device control panel, printable reports, API endpoints (SNMP), and visible from the device's embedded webserver (EWS). For end user interfaces that are displayed without requiring a device password the PLR will display 100% for a new unused laser cartridge and decrement in 10% increments. For device interfaces that require either the EWS password, SNMP password, Service PIN, or cloud telemetry's JSON payload the PLR decrements in 1% increments.

The HP firmware provides an SNMP interface for the PLR that is compliant to [RFC 1759](#) and [RFC 3805](#). When the laser cartridge PLR reaches very low status, the OID for PLR value changes to "-2" to signify status of unknown for color and modern mono devices when the PLR is <1%. A device can also report a "-2" status for a laser cartridge in the device that has been used (not new condition), has a missing chip, has a defective chip, or is not compatible.

HP device PLR conditions policies implemented by HP printer firmware define how the laser cartridge supply status is presented on the device control panel, printable reports, API endpoints (SNMP), and made visible from the device's embedded webserver (EWS). The table below defines for HP enterprise or pro class devices PLR return interface, values displayed, and behaviors.

Interface	PLR Value Displayed																				
<p>EWS & Reports</p>	<ul style="list-style-type: none"> • Fuel bar – decrements from right to left; will always display some colorant thus never display a completely empty bar. • Numerical percentage - remaining LaserJet toner supply decrements in 10% increments, rounded up. At or near depletion value displays dashes and percent sign (i.e.- "-- %") 																				
<p>• Device Status Page</p>	 <p>The screenshot shows the HP Color LaserJet MFP E47528 web interface. The 'Device Status' page is active, displaying the following information:</p> <ul style="list-style-type: none"> Device Name: HP Color LaserJet MFP E47528 IP Address: 192.168.2.46 Navigation Menu: Information, Device Status (highlighted), Configuration Page, Supplies Status Page, Event Log Page, Usage Page, Device Information, Control Panel Snapshot, Printable Reports and Pages, Open Source Licenses. Device Status: Sleep mode on. Supplies: <ul style="list-style-type: none"> Black Cartridge (Order W9090MC): 60% Cyan Cartridge (Order W9091MC): 70% Magenta Cartridge (Order W9093MC): 70% Yellow Cartridge (Order W9092MC): 70% Media Table: <table border="1"> <thead> <tr> <th>Input/Output</th> <th>Status</th> <th>Capacity</th> <th>Size</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>Tray 1</td> <td>Empty</td> <td>50 sheets</td> <td>Any Size</td> <td>Any Type</td> </tr> <tr> <td>Tray 2</td> <td>OK</td> <td>250 sheets</td> <td>Letter (8.5x11)</td> <td>Plain</td> </tr> <tr> <td>Standard bin</td> <td>OK</td> <td>150 sheets</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table> 	Input/Output	Status	Capacity	Size	Type	Tray 1	Empty	50 sheets	Any Size	Any Type	Tray 2	OK	250 sheets	Letter (8.5x11)	Plain	Standard bin	OK	150 sheets	N/A	N/A
Input/Output	Status	Capacity	Size	Type																	
Tray 1	Empty	50 sheets	Any Size	Any Type																	
Tray 2	OK	250 sheets	Letter (8.5x11)	Plain																	
Standard bin	OK	150 sheets	N/A	N/A																	

• Supplies
Status
Page

hp HP Color LaserJet MFP E47528
HP Color LaserJet MFP E47528 192.168.2.46

Search by Keyword Sign In

Information

- Device Status
- Configuration Page
- Supplies Status Page**
- Event Log Page
- Usage Page
- Device Information
- Control Panel Snapshot
- Printable Reports and Pages
- Open Source Licenses

Supplies Status Page

Black Cartridge

Order W9090MC 60%*

Installed: 414A (W2020A)
Status: OK
Approximate Pages Remaining:* 900
Serial Number: 84345977
Pages printed with this supply:* 765
First Install Date: 20220318
Last Use Date: 20250908
Cartridge Application: (c) Hewlett Packard Dev Co LP, 2018

Cyan Cartridge

Order W9091MC 70%*

Installed: 414A (W2021A)
Status: OK
Approximate Pages Remaining:* 1100
Serial Number: 100997746
Pages printed with this supply:* 514
First Install Date: 20220318
Last Use Date: 20250908
Cartridge Application: (c) Hewlett Packard Dev Co LP, 2018

Magenta Cartridge

Order W9093MC 70%*

Installed: 414A (W2023A)
Status: OK
Approximate Pages Remaining:* 1100
Serial Number: 101001132
Pages printed with this supply:* 514
First Install Date: 20220318
Last Use Date: 20250908
Cartridge Application: (c) Hewlett Packard Dev Co LP, 2018

Yellow Cartridge

Order W9092MC 70%*

Installed: 414A (W2022A)

• Supplies
Status Page
Report

Supplies Status Page HP Color LaserJet MFP E77830 Page 1

Yellow Cartridge Order W9192MC **40%***

Installed: W9042MC
 Status: OK
 Approximate Pages Remaining:* 2900
 Serial Number: CRUM-17011815496
 Pages printed with this supply:* 3732
 First Install Date: 20171103
 Last Use Date: 20250908

Magenta Cartridge Order W9193MC **70%***

Installed: W9043MC
 Status: OK
 Approximate Pages Remaining:* 8650
 Serial Number: CRUM-16122462640
 Pages printed with this supply:* 3845
 First Install Date: 20171103
 Last Use Date: 20250908

Cyan Cartridge Order W9191MC **40%***

Installed: W9041MC
 Status: OK
 Approximate Pages Remaining:* 2750
 Serial Number: CRUM-17031210089
 Pages printed with this supply:* 3648
 First Install Date: 20171103
 Last Use Date: 20250908

Black Cartridge Order W9190MC **40%***

Installed: W9040MC
 Status: OK
 Approximate Pages Remaining:* 4100
 Serial Number: CRUM-17011800837
 Pages printed with this supply:* 5525
 First Install Date: 20171103
 Last Use Date: 20250908

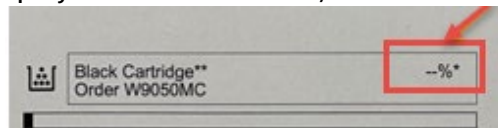
Ordering Information
 HP supplies can be ordered on the internet (<http://www.hp.com/go/mysupplies>), on-line through your product software, or by calling an authorized reseller.

Return & Recycling
 Please return your genuine HP supplies for recycling to HP. For more information, please visit us at www.hp.com/go/recycle

Note
 * Approximate only; varies depending on types of documents printed and other factors.

Sep/8/2025 5:04:37 PM English (United States)

Supplies Status Page report from an HP LaserJet showing two dashes that represents state of “unknown” (stated prior, SNMP OID for PLR would display “- 2” in this situation):



• Supplies
Information
Report

Service Technician (PIN protected): Support Tools \ Service Tools \ Print Reports \ Supplies Information Report
 Displays estimate numerical percent remaining, decrementing by 1% from 100% down to either 0% or display of two dashes (- -).

Supplies Information		Page 1			
Date/Time	:	09-08-2025 23:42:08 (UTC)			
Model Name	:	HP Color LaserJet MFP E77830			
Machine Serial Number	:				
System Firmware Version	:	V6.A1.10.44			

Toner Cartridge Information	Black	Cyan	Magenta	Yellow
Model ID	: 0x0020	0x0021	0x0022	0x0023
Life Remaining	: 43%	43%	69%	44%
Impressions	: 5645	3892	3892	3892
Serial No.	: CRUM-17011800837	CRUM-17031210089	CRUM-16122462640	CRUM-17011815496
Product Date	: 20170118	20170312	20161224	20170118
First Installed Date	: 20171103	20171103	20171103	20171103
Last Used Date	: 20250905	20250905	20250905	20250905
Equivalent Pages Printed	: 13243	11380	6359	11294
Estimated Pages Remaining	: 4155	2944	8344	2998
Company ID	: HP	HP	HP	HP
Region	: UK	UK	UK	UK
Color	: 0	1	2	3
Capacity	: 23K	20K	20K	20K
Impressions after Worn	: 0	0	0	0
New Toner Count	: TBD	TBD	TBD	TBD
First Installed Machine S/N	:			
Last Installed Machine S/N	:			
Toner Lot No.	:			

Imaging Unit (Drum) Information	Black	Cyan	Magenta	Yellow
Model ID	: 0x0024	0x0024	0x0024	0x0024
Life Remaining	: 81%	83%	83%	83%
Impressions	: 5671	4275	4275	4275
Cycle Count	: 149273	136798	136542	136119
Serial No.	: CRUM-17051753541	CRUM-17051753063	CRUM-17051753664	CRUM-17051751688
Product Date	: 20170517	20170517	20170517	20170517
First Installed Date	: 20171103	20171103	20171103	20171103
Last Used Date	: 20250905	20250905	20250905	20250905
New Imaging Unit Count	: TBD	TBD	TBD	TBD
Impressions after Worn	: 0	0	0	0
Company ID	: HP	HP	HP	HP
Region	: UK	UK	UK	UK
Color	: TBD	TBD	TBD	TBD
Capacity	: 780K	780K	780K	780K
First Installed Machine S/N	:			
Last Installed Machine S/N	:			

NOTE: "Supplies Information Report" for HP A3 LaserJet device shown above can be different compared to an HP A4 LaserJet device shown below.

Supplies Information Report		HP Color LaserJet MFP X58045				Page 1
Supplies Information						
Date/Time:	10/01/2025 15:42:59					
Model Name:	HP Color LaserJet MFP X58045					
Product Serial Number:	XXXXXXXXXX					
Firmware Version:	2508402_000098 (20241216)					
Cartridge Information						
	Yellow Cartridge	Magenta Cartridge	Cyan Cartridge	Black Cartridge		
Installed:	213A (W2132A)	213A (W2133A)	213A (W2131A)	W9240MC		
Status:	OK	OK	OK	OK		
Approximate Pages Remaining:†	750	>2400	>2400	>16800		
Serial Number:	84017336	83951955	83951633	83951667		
Pages printed with this supply:*	1750	178	189	182		
First Install Date:	20231212	20230612	20230612	20231019		
Last Use Date:	20250925	20250925	20250925	20250925		
Transfer Kit						
Percent Life Remaining:	100%					
Fuser Kit						
Percent Life Remaining:	100%					
Document Feeder Kit						
Percent Life Remaining:	99%					
Equivalent Pages (Letter/A4):	15					
Note						
* Approximate only; varies depending on types of documents printed and other factors.						
† HP uses the first 20% of cartridge use to estimate pages remaining.						

Telemetry

Displays estimate numeric percent remaining, decrementing by 1% from 100% to 0%

Applicable only to devices that are SDS connected via ISV to jamanagement.com with an active EliteAccounting license

```
{
  "DeviceId": 151453747,
  "CustomerId": 391321,
  "ServiceProviderId": 1298,
  "SerialNumber": "CNB8K5J09X",
  "ModelName": "HP COLOR LASERJET MFP E77830",
  "IpAddress": "",
  "ConsumableInfo": [
    {
      "Consumable": "CyanTonerCartridge",
      "Occurrence": "One",
      "Status": "Ok",
      "ConsumableType": "TonerCartridge",
      "ModelNumber": "W9041MC",
      "LastCollectionTime": "2020-11-17T21:32:18Z",
      "LevelValuePercent": 67,
      "SerialNumber": "CRUM-17031210089",
      "ManufactureDate": "2017-03-12T00:00:00Z",
      "InstallDate": "2020-10-29T21:14:50Z",
      "OcvStatus": "GenuineHP"
    },
    {
      "Consumable": "MagentaTonerCartridge",
      "Occurrence": "One",
      "Status": "Ok",
      "ConsumableType": "TonerCartridge",
      "ModelNumber": "W9043MC",
      "LastCollectionTime": "2020-11-17T21:32:18Z",
      "LevelValuePercent": 79,
      "SerialNumber": "CRUM-16122462640",
      "ManufactureDate": "2016-12-24T00:00:00Z",
      "InstallDate": "2020-10-29T21:14:50Z",
      "OcvStatus": "GenuineHP"
    },
    {
      "Consumable": "BlackTonerCartridge",
      "Occurrence": "One",
      "Status": "Ok",
      "ConsumableType": "TonerCartridge",
      "ModelNumber": "W9040MC",
      "LastCollectionTime": "2020-11-17T21:32:18Z",
      "LevelValuePercent": 73,
      "SerialNumber": "CRUM-17011800837",
      "ManufactureDate": "2017-01-18T00:00:00Z",
      "InstallDate": "2020-10-29T21:14:50Z",
      "OcvStatus": "GenuineHP"
    },
    {
      "Consumable": "YellowTonerCartridge",
      "Occurrence": "One",
      "Status": "Ok",
      "ConsumableType": "TonerCartridge",
      "ModelNumber": "W9042MC",
      "LastCollectionTime": "2020-11-17T21:32:18Z",
      "LevelValuePercent": 63,
      "SerialNumber": "CRUM-17011815496",
      "ManufactureDate": "2017-01-18T00:00:00Z",
      "InstallDate": "2020-10-29T21:14:50Z",
      "OcvStatus": "GenuineHP"
    }
  ]
}
```

<p>SNMP OID</p>	<p>PLR starts at 100% decrements 1% increments</p>	<p>prtMarkerSuppliesLevel OID...</p> <ul style="list-style-type: none"> • 1.3.6.1.2.1.43.11.1.1.9.1.1.1 for Black (B) • 1.3.6.1.2.1.43.11.1.1.9.1.1.2 for Cyan (C) • 1.3.6.1.2.1.43.11.1.1.9.1.1.3 for Magenta (M) • 1.3.6.1.2.1.43.11.1.1.9.1.1.4 for Yellow (Y) <ul style="list-style-type: none"> • Values at the prtMarkerSuppliesLevel OID report integers defined by HP as percent values (RFC 1759 was amended in RFC 3805 June 2004 that added support for percentage values). • A new original HP LaserJet cartridge will report 100% and decrement in 1% increments. • A new original HP LaserJet cartridge will report 100% and decrement in 1% increments until color cartridges (C, M, Y) value is =< 2% and for a mono cartridge (K) the value is =<3% when the cartridge value changes "-2" to represent a status of "unknown" as defined in RFC 1759 (NOTE: Value "-1" and "-3" status is not used by HP laser cartridges for HP office printers, "-3" could be status for a Long Life Consumable (LLC) that does not have ability to provide PLR, for example Toner Collection Unit). • An HP device that returns status "-2" for prtMarkerSuppliesLevel OID... <ol style="list-style-type: none"> 1. May not print that laser cartridge's color band (empty) 2. Print with print quality issues (almost empty) 3. Be very close to full depletion (approaching empty) 4. Have a damaged or missing cartridge chip 5. Not be compatible with the print device 6. Device detected the cartridge as previously used
-----------------	--	---

3 SNNP PLR and Related OIDS

prtMarkerSuppliesLevel

OID: .1.3.6.1.2.1.43.11.1.1.9.1.x

Description: This is the standard SNMP OID used to report PLR for supplies like HP toner cartridges. Returns PLR in 1% increments.

- x = 1 → Black (HP color and HP mono devices)
- x = 2 → Cyan
- x = 3 → Magenta
- x = 4 → Yellow

prtMarkerSuppliesMaxCapacity

OID: .1.3.6.1.2.1.43.11.1.1.8.1.x

Description: maximum capacity of a printer supply item, used in conjunction with prtMarkerSuppliesLevel to calculate PLR

$PLR (\%) = (\text{prtMarkerSuppliesLevel} / \text{prtMarkerSuppliesMaxCapacity}) \times 10$

-1 → Capacity is **unknown**

-2 → Capacity is **not applicable**

Positive Integer → Represents the full capacity of the supply item

prtMarkerSuppliesType

OID: .1.3.6.1.2.1.43.11.1.1.4.1.x

Description: Identifies the type of supply (e.g., toner, fuser).

prtMarkerSuppliesDescription

OID: .1.3.6.1.2.1.43.11.1.1.6.1.x

Description: Describes the supply item (e.g., "Black Cartridge").

4 SNMP prtMarkerSuppliesLevel Status -2

An HP device that returns status "-2" for prtMarkerSuppliesLevel OID (.1.3.6.1.2.1.43.11.1.1.9.1.x) generally means the laser cartridge is near depletion. However, this status can also apply to a cartridge for other reasons. Utilize guidelines below to help determine the reason and appropriate action.

Cause	Impact	Action
1 Cartridge empty	LaserJet color bands reporting -2 may not continue to print.	Replace cartridge; All-in-one cartridges replace when print quality is unacceptable.
2 Cartridge almost empty	1. Remaining toner too low for sensor to accurately measure 2. Prints may result in faded, banding or other print quality issues	Replace cartridge when print quality becomes unacceptable; All-in-one cartridges replace when print quality is unacceptable or empty.
3 Cartridge chip was damaged or missing	Structural compromise and/or electrical failure could result in unexpected functional outcomes.	Remove and reinsert, else reboot. If persist, replace cartridge. Capture Event Log with string "Supply Problem" error code(s) and report to HP

4 Cartridge not compatible with the print device	Predictable functionality results in unexpected functional outcomes. For example, a non-original HP supply when HP Cartridge policy is enabled by the user, or an HP Managed cartridge placed into transactional unit.	Check cartridge part number and associated specifications for yield.
5 Cartridge was detected by the device as used	HP device views laser cartridge as a used and/or remanufactured outside of HP (NOTE: Cartridge is deemed 'used' when it meets its LOW state.)	Check the device Event Log for presence of 10xx.20 (NOTE: Requires pressing "OK" before cartridge will print and/or logs the 10.xx.20 with a used cartridge)

If the device maintainer believes the laser cartridge yield specifications do not match cartridge life usage patterns should evaluate the following causes. For example, PLR reports 60% remaining in the EWS reports, SNMP, and telemetry, the next day reports 0%, --, and/or "-2" from SNMP OID, the following should be checked. Refer to the table to identify possible causes.

Cause	Impact	Action
A Print Driver Settings	IT defined or end user driver settings can result unexpected rate of toner consumption	1. Monochrome driver settings set or locked to print monochrome jobs as high quality (use of CMYK instead of only K) 2. Paper type may be defined for media thicker than what is provided for printing 3. Density Setting set to high
B LaserJet Calibrations	Frequent calibrations/cleaning consume toner which may result in unexpected and sudden drop in toner relative to impressions printed	Evaluate the following which may trigger calibration events: 1. Temperature variation 2. Humidity variation 3. Excessive sleep mode / awakening 4. DCA brings device out sleep too frequent 5. Excessive power cycling

C Cartridge specification	Expected yield does not match measured yield.	Confirm laser cartridge yields specification relative to impressions printed for the cartridge. For example, cartridge sold with unit may offer more or less than cartridges sold through retail or MPS contract.
D Custom Color Manager (CCM)	CCM can change C, M, Y and K density settings therefore could impact yield specifications.	Compare default settings to CCM settings to assess delta between the setting values
E Page Coverage	One or more print jobs with high page coverage caused rapid consumption of remaining toner (i.e. - edge to edge printing)	HP enterprise devices may provide two different page coverage meters. Refer to HP documentation.

If the reason for sudden drop in PLR remains undiagnosed, HP recommends the following.

1. After a sudden drop in PLR, save to file or print a device generated Supply Status Page and Usage Page reports from the device.
2. If the PLR for the device is monitored by external software collection, save to file or print historical usage information.
3. Replace the cartridge. Do not discard or recycle the used cartridge.
4. Contact HP Support. Please expect the following to be requested by HP Support:
 - a. Device EWS Usage Page, Supply reports, historical usage information before and after sudden PLR drop
 - b. Device JDP logs
 - c. Device Page Coverage Meters
 - d. WJA reports
 - e. ISV reports
 - f. Send the physical used cartridge to HP for analysis

5 Supporting Information

Reference the following web links below.

[HP Enterprise Print - Impression-Based Usage and Service Counts](#)

[HP LaserJet Printers - Toner Usage & the Impact on Print Cartridge Yield](#)

[Original HP Supplies page yield and ISO printer yield reports](#)

[ISO/IEC 19752:2017\(en\) Monochrome printers / MFP](#)

[RFC 1759 \(Printer MIB March 1995\)](#)

[RFC 3805 \(Printer MIB v2 June 2004\)](#)

6 Backup

EWS HP Device Set Low Warning Thresholds

Using the device EWS, adjusting the below settings does not impact behaviors for when the device reaches a condition for when the PLR SNMP OID reports -2 status.

The screenshot shows the 'Supplies' configuration page in the HP EWS interface. The page is titled 'Manage Supplies' and includes a search bar. The settings are organized into several sections:

- Low Warning Thresholds:** A note states, 'A supply is considered low when its remaining life drops below the following levels.' Below this, there are four dropdown menus for 'Yellow Cartridge', 'Magenta Cartridge', 'Cyan Cartridge', and 'Black Cartridge', all set to '0 %'.
- Very Low Behavior:** Two dropdown menus for 'Color Cartridges' and 'Black Cartridge' are both set to 'Continue'.
- Delay Very Low Message:** A note states, 'After a supply reaches the very low state, the warning message can be delayed by a specified number of pages.' Below this, there are four input fields for 'Black Cartridge' (500 Pages), 'Cyan Cartridge' (0 Pages), 'Magenta Cartridge' (0 Pages), and 'Yellow Cartridge' (0 Pages).
- Supply Settings:** Four dropdown menus: 'Low Warning Threshold Message' (Off), 'Restrict Color Use' (Color if allowed), 'Color/Black Mix' (Automatically detect), and 'Store Usage Data' (On supplies).

[RFC 1759 \(Printer MIB March 1995\)](#)

Captured below is the PLR OID taken from RFC 1759

```
prtMarkerSuppliesLevel OBJECT-TYPE
    SYNTAX  Integer32
    MAX-ACCESS read-write
    STATUS  current
    DESCRIPTION
        "The current level if this supply is a container; the
        remaining space if this supply is a receptacle. If this
        supply container/receptacle can reliably sense this
        value, the value is sensed by the printer and is
        read-only; otherwise, the value may be written (by a
        Remote Control Panel or a Management Application). The
        value (-1) means other and specifically indicates that
        the sub-unit places no restrictions on this parameter.
        The value (-2) means unknown. A value of (-3) means that the
        printer knows that there is some supply/remaining space,
        respectively."
    ::= { prtMarkerSuppliesEntry 9 }
```

[RFC 3805 \(Printer MIB v2 June 2004\)](#)

Pasted below is the PLR OID taken from RFC 1759

```
PrtMarkerSuppliesSupplyUnitTC ::= TEXTUAL-CONVENTION
    -- This TC was extracted from prtMarkerSuppliesSupplyUnit
    -- in RFC 1759.
    STATUS  current
    DESCRIPTION
        "Unit of this marker supply container/receptacle."
    SYNTAX  INTEGER {
        other(1),          -- New, not in RFC 1759
        unknown(2),       -- New, not in RFC 1759
        tenThousandthsOfInches(3), -- .0001
        micrometers(4),
        impressions(7),   -- New, not in RFC 1759
        sheets(8),        -- New, not in RFC 1759
        hours(11),        -- New, not in RFC 1759
        thousandthsOfOunces(12),
        tenthsOfGrams(13),
        hundrethsOfFluidOunces(14),
        tenthsOfMilliliters(15),
        feet(16),         -- New, not in RFC 1759
        meters(17),       -- New, not in RFC 1759
        -- Values for Finisher MIB
        items(18), -- e.g., #staples. New, not in RFC 1759
        percent(19)      -- New, not in RFC 1759
    }
```

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