HP System Health Apps - Set up and Use Guide

SUMMARY

Learn how to enable, set up, and use the HP System Health Apps and Device Health.

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1   Overview

HP System Health is an app providing cloud-based print diagnostic and troubleshooting help on HP Enterprise printers running HP FutureSmart 4.11 firmware and newer.

> **NOTE:**   For a list of compatible printers, see the section *Supported printers*.

Audience and Objectives

This document is intended for customers and IT decision makers installing or managing applicable HP printers.

About

Device Health is the initial diagnostic and troubleshooting application to be delivered within the System Health Apps container on the control panel.

This design enables applications within the System Health Apps container to expand over time without customer or IT decision-maker effort, and/or without the need for firmware updates.

System Health Apps provide benefits only to printers connected to a network with an internet connection.

Device Health enables the effortless transmission of a printer's event logs to HP Support in order to accelerate the identification and resolution of a printer issue. It is an extension of the Smart Device Service (SDS) capability that supports non-contractually managed printers.

Overview

This document provides the following information:

- A brief overview of System Health Apps capabilities and benefits.

- Instructions on how to enable and set up System Health Apps.

- Instructions on how to use the Device Health app to collect printer information.

- Instructions on how to use the HP Print Quality Diagnostics app to triage print quality issues.

Requirements

Learn about the printer requirements for using System Health Apps.

- The printer must not be a managed contractual model.

- The printer must be running HP FutureSmart firmware version 4.11 or newer.

- The printer must have a 4.3-inch or a larger touchscreen control panel display.

- The printer must be cloud-ready including the following requirements:

  - The printer settings are set to enable an internet connection.

  > **NOTE:** Depending on the internet setup, a Web proxy *might* need to be enabled to ensure a successful connection.

  - The printer is connected to a network with an internet connection using port 443 accessible through a firewall.

  - HP Web Services is enabled in the printer's Embedded Web Server (EWS).

  - The printer is registered with HP Cloud Services.

Supported printers

Support for System Health Apps and related features varies depending on the app and whether the system requirements are met. For more information, see the *Requirements* section.

To view a list of supported printers by app, go to System Health Apps [Supported Printers](#).

Features of System Health Apps

The System Health Apps deliver the following benefits:

- Access to Device Health capabilities.

- Access to HP Print Quality Diagnostics which enables users to run diagnostic tests from the printer control panel and receive recommended actions to resolve any identified issues.

- Access to future cloud-deployed capabilities such as simplified problem reporting (for example).

Features of Device Health

The Device Health app is intended to improve the printer experience and enable HP and its partners to resolve any printer issues for customers.

The Device Health app enabled by System Health Apps provides the following benefits:

For customers

- Faster printer issue resolution

- Maximized uptime and faster issue resolution when the printer has a problem

For support providers or IT decision makers

- Fewer unnecessary visits

- Fewer multiple repair visits

- Fewer unnecessary parts used

- Maximized uptime and faster issue resolution when the printer has a problem

For call agents

- Visibility to the device's health

- Ability to remotely resolve some printer issues for customers

- Ability to accurately diagnose the issue before sending a service technician on-site

For service technicians or engineers in advance of the first on-site visit

- Guidance on the printer issue and troubleshooting steps for the specific issue

- Enable engineers and technicians to order the correct parts before going on-site

2 Set up System Health Apps and Device Health

System Health Apps and Device Health features can be enabled using one of the following methods:

📝 **NOTE:** To make sure the firmware version supports the latest features available, see the section *Check the firmware version*.

- Batch Registration Utility - Use to activate or enable on multiple printers.

- During initial printer set up (out of the box) - Use to activate or enable on a new, single printer.

- Control panel - Use after initial set up to activate on a single printer when on site.

- Embedded Web Server (EWS) - Use after initial set up to activate a single printer remotely.

Check the firmware version

The printer must be running HP FutureSmart firmware version 4.11 or newer to use these features.

If the firmware needs to be updated, use the Embedded Web Server (EWS) method. For instructions, go to *HP FutureSmart - Latest Firmware Versions*.

📝 **IMPORTANT:** For HP Enterprise printers with integrated ISV solutions installed, a firmware upgrade can adversely impact either the ISV solution or the printer's capabilities. Make sure to understand any potential impacts before proceeding.

1. Download and update the firmware to the latest version.

   📝 **NOTE:** A firmware update might require 10 to 30 minutes or more depending on the computer speed and connection type.

2. After upgrading the firmware, make sure that System Health Apps is visible on the control panel.

   📝 **NOTE:** For instructions on how to move hidden icons, see the section *Unhide the System Health Apps*.

3. Follow one of the methods below to enable Device Health.

📝 **NOTE:** Device Health will be automatically configured during the initial set up of System Health Apps.

# Enable System Health Apps using the registration utility

The System Health Apps Registration Utility enables one or more printers at a time by registering the printer with HP Web Services, configuring proxy settings (if needed), and registering the printer with the HP cloud.

To enable System Health Apps using the batch registration utility, follow these steps:

1. Download the utility using the following link:

   https://ftp.hp.com/pub/softlib/software13/printers/utilities/SDS/HPSHAppsRegistration.Setup.exe

2. Double-click the HPSHAppsRegistration.Setup.exe to launch the utility.

3. Select **Continue** to start the wizard.
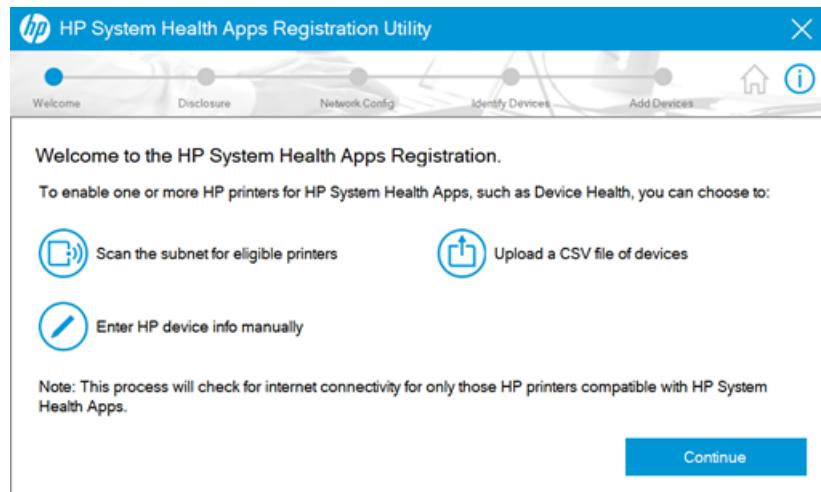
4. Read and agree to the privacy and use terms to continue.
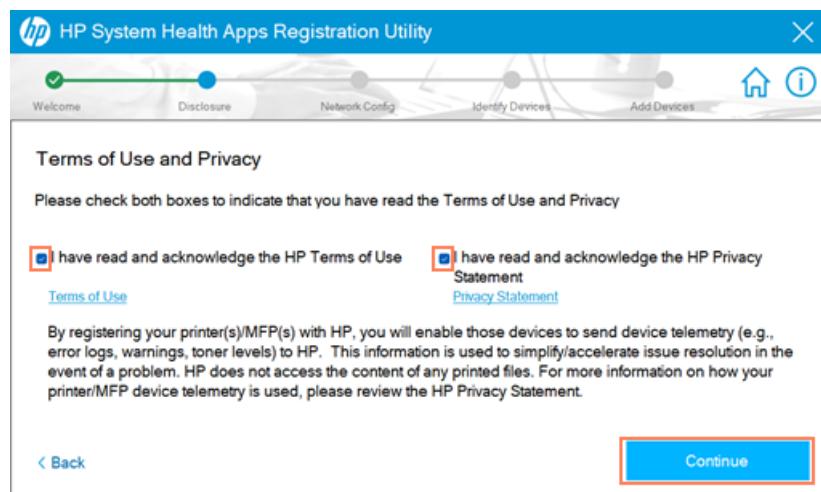
5. Configure the network information.

   - If a proxy server is in use, type the Global EWS Password, Proxy Server, and Port information, and then select **Continue**.

- If a proxy server is not in use, select the check box This environment doesn't use a Global EWS password, select **Continue**, and then click **Yes** to confirm.
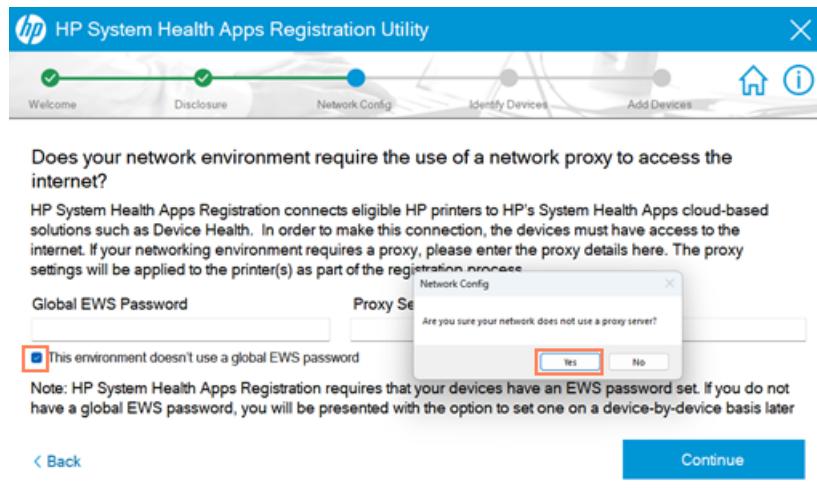
6. Select a printer identification method.

- To scan for and detect multiple printers automatically, select **Detect**.

- To upload a.csv file with a list of multiple printers, download the .csv template, populate and save the template, and then select **Upload**.

- To type device information manually for one or more printers, select **Enter Manually**.
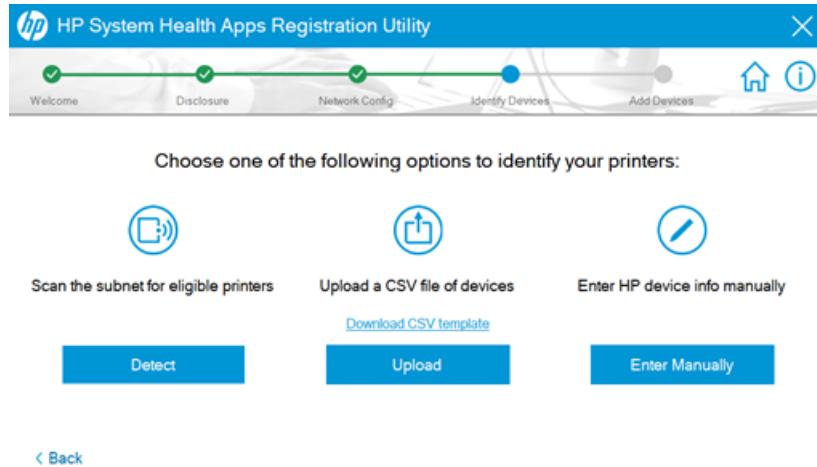
7. Type any manual or requested device information. For example, after selecting **Enter Manually**, you will need to type either the IP address or Hostname and Admin EWS Password information, and then click **Add Device** for each printer you want to add to the list.

8. When all devices are listed, select the checkboxes next to each device you want to register, and then select **Register Selected Devices**.
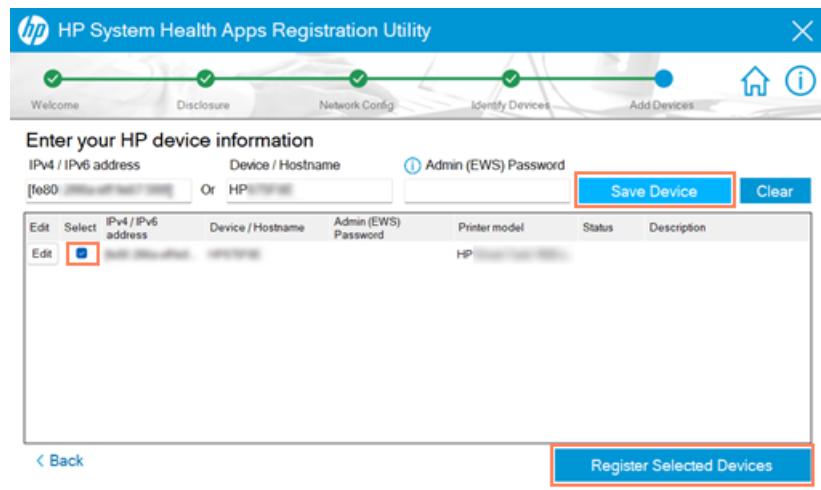
The selected printer(s) is registered with HP Web Services and the HP cloud, and is ready to use the System Health Apps.

Enable System Health Apps during printer set up

Learn how to enable System Health Apps during the initial printer setup (out of the box).

📝 **NOTE:** IT administrator and/or service technicians setting up a printer for a customer should obtain consent from the customer or an IT administrator before enabling System Health Apps, including permissions to connect the printer to the internet and any agreements that enable HP to provide System Health Apps services.

1. Set the Language, Location, and Date/Time settings.
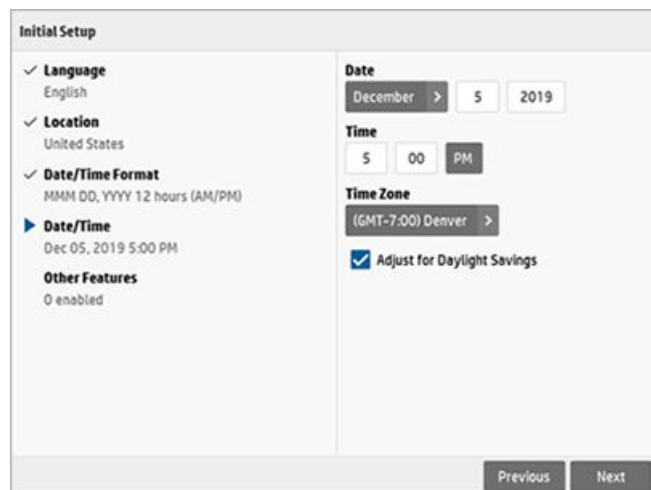
2. Make sure an internet connection is available, select the **Yes** option, and select **Next**.
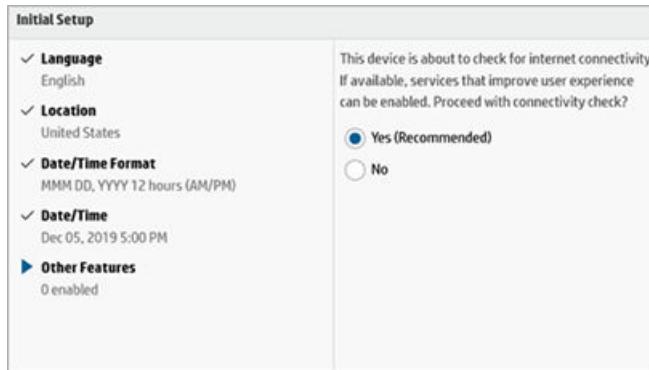
3. Wait for the network connection to be verified (up to 10-20 seconds) and select **OK** to continue to the next step.

📝 NOTE: If a network connection is not available, or a **Network connection not available** message is received on the printer control panel, try again to enable System Health Apps using the printer control panel when a network connection is available.

4. After reviewing the HP System Health Apps statements, select the **Yes** option and select **Next**.
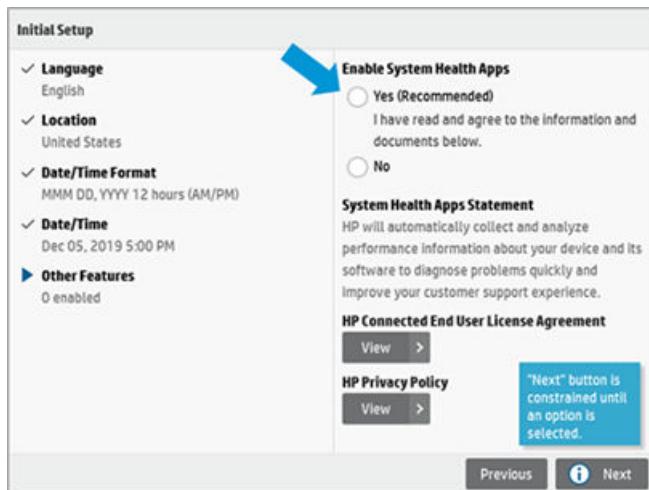
5. Select **Yes** to enable the AutoSend setting and select **Next**.

📝 NOTE: The AutoSend setting allows HP to detect and correct platform related issues.

6. Select **Yes** to Enable Print from USB drive setting and select **Next**.

7. Wait for the System Health Apps to be enabled (might take up to 60 seconds).

System Health Apps is enabled.
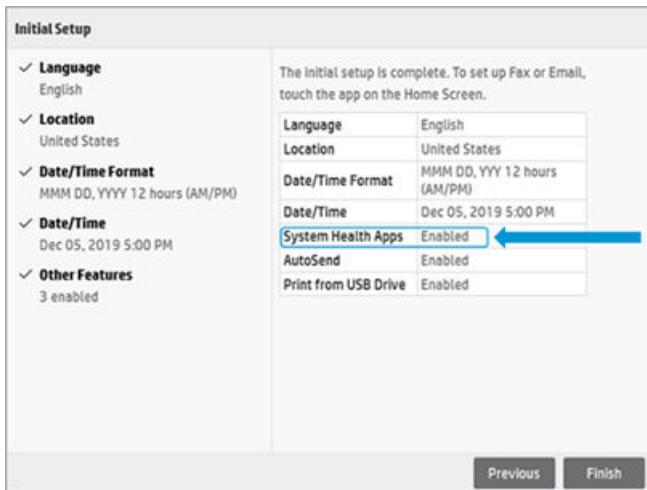
8. Make sure that the AutoSend and Print from USB Drive settings on the Initial Setup screen align with the preferences of the customer or IT administrator.

Activate System Health Apps using the EWS

To activate the System Health Apps remotely, use the Embedded Web Server (EWS) to access the remote control panel.

📝 NOTE: You will need the administrator password and IP address or hostname to perform these steps. To obtain the IP address, touch the Information icon 🛈 on the printer control panel, and then touch the Ethernet icon 📟.

1. Open a web browser, type the IP address or host name of the printer, and then press Enter to open the EWS.

2. If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website.

   📝 NOTE: Accessing this website will not harm the computer. This message is received if the printer enforces HTTPS.

3. Click the **Sign In** button and type the administrator password.

4. Click the **Information** tab.

5. In the left navigation pane, select **Remote Control-Panel**.

6. Select the preferred remote control-panel option to remotely operate the printer.

   📝 NOTE: When the **Requesting access** prompt displays on the control panel, the user can deny access to the remote user. This prevents a remote administrator from interrupting a local user's work inadvertently. If this happens, wait until the control panel is no longer in use.

- Click **Launch Remote Control-Panel** to launch a remote control-panel where the active control panel session is still visible at the printer. In this case, the password will not be visible, however, key presses will be visible at the printer.

- Click **Launch Private Remote Control-Panel** to launch a remote control-panel where the remote session is hidden on the printer's display. The person at the printer will only see a black screen with a message that the device is being controlled by an administrator.

7. Follow the steps provided in section .

Activate System Health Apps using the control panel

Learn how to activate System Health Apps using the control panel on printers running HP FutureSmart firmware version 5.8 and newer.

This will enable System Health Apps the Device Health and HP Print Quality Diagnostics apps.

NOTE: Depending on the network environment, setting up System Health Apps via the printer control panel may take between one to two and half minutes.

1. From the Home screen on the printer control panel, scroll to and select System Health Apps.
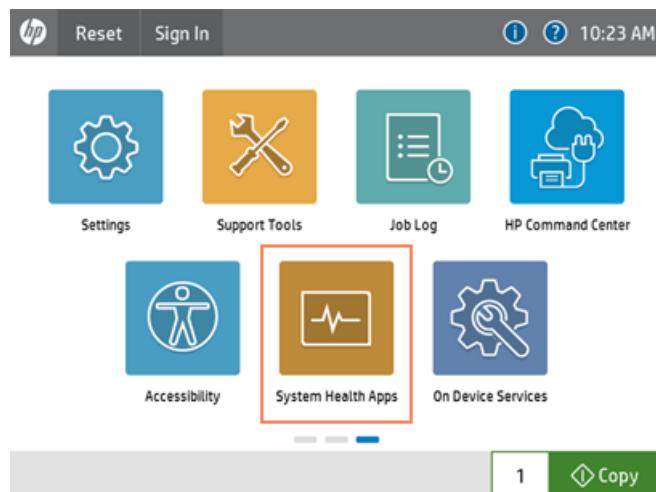
A **Not registered with HP Cloud Services** message will display.

NOTE: If the **Unable to reach HP Cloud Services** message displays, it means the printer's proxy settings are not configured for internet access. To resolve this issue, configure the proxy settings on the printer for internet connectivity.

2. Select the Register button.
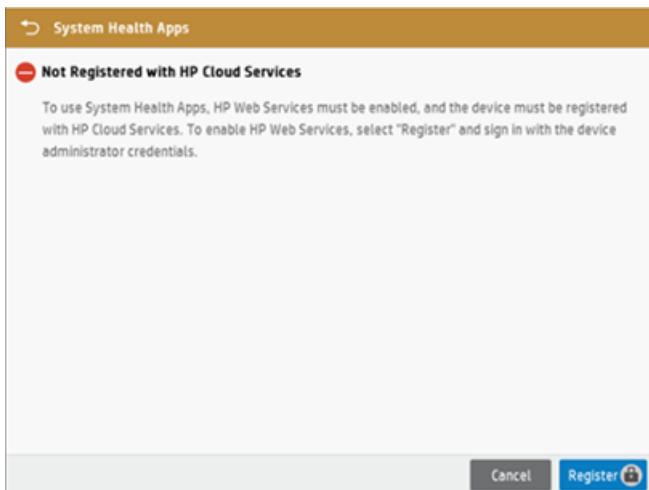
The Enable HP Web Services screen displays.

3. Review the System Health policy and agreements, select the check box next to **I have read and agree to the above documents**, and then select Register.
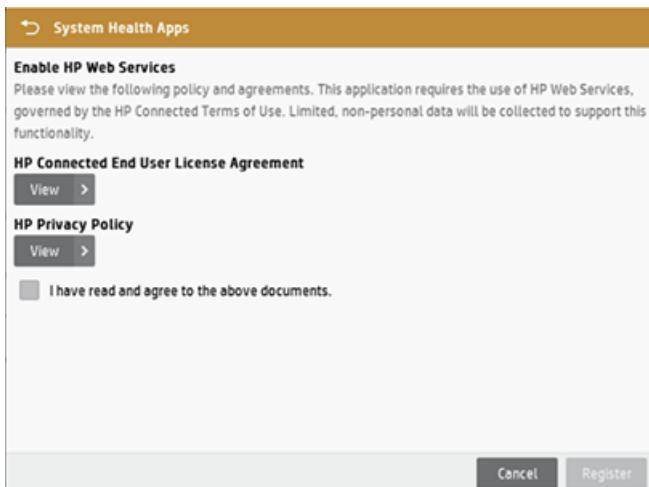
Device Health and HP Print Quality Diagnostics apps are visible under System Health Apps.
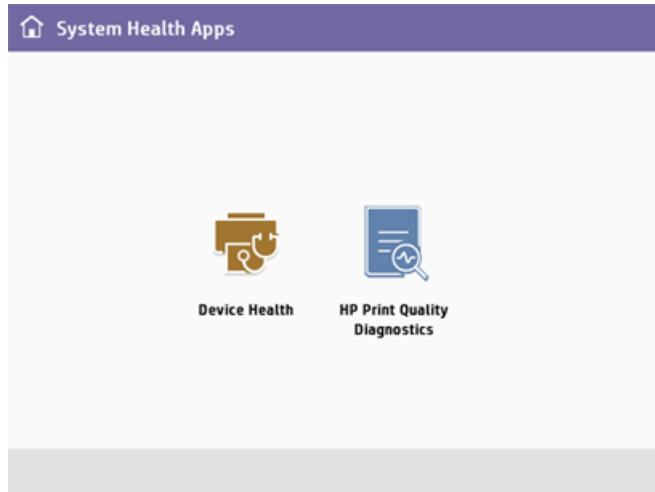
Unhide the HP System Health Apps

For printers that upgraded the firmware from a version earlier than HP FutureSmart 4.11, the System Health Apps is hidden from the control panel by default.

To enable the System Health Apps on these printers, follow these steps.

1. Open the HP Embedded Web Server (EWS).

   a. Open a web browser and, in the address bar, type the IP address or host name and then press `Enter`.


   b. If prompted that the connection is not private or that accessing the website might not be safe, select the option to continue or proceed to the website. Accessing this website will not harm the computer.

2. Log in using the Administrator password.

3. Select the **General** tab.

4. In the left pane, select the **Home Screen Customization** option.

   The active apps are displayed under the Home Screen in the left pane and the hidden apps are displayed in the right pane.
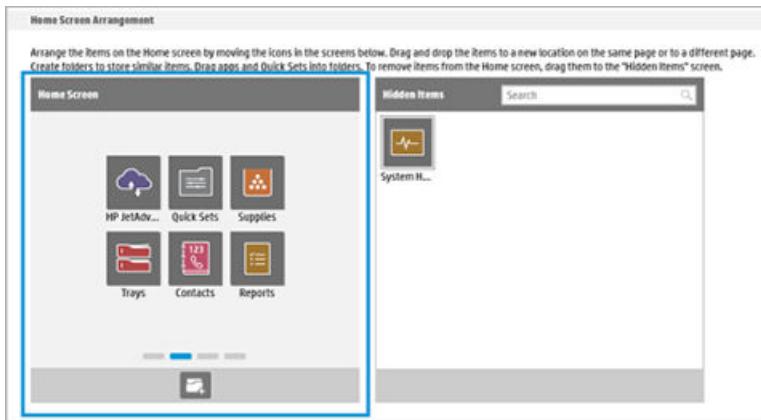
5. Select the System Health Apps icon from the **Hidden Items** section and then use a drag-and-drop motion to move it to the **Home Screen** pane.
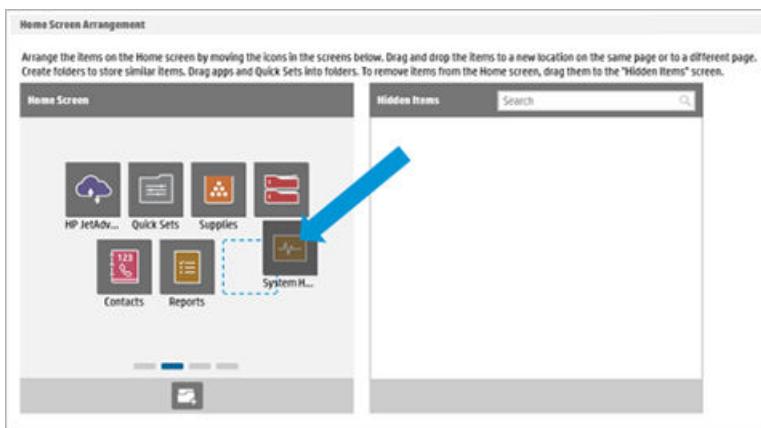
6. Save your changes.

7. Enable System Health Apps. See the section *Enable via the printer control panel.*

3   Use Device Health

Learn how to use the Device Health app to collect printer information for troubleshooting.

Use Device Health to collect printer information

After setting up System Health Apps, customers can use Device Health to collect printer data for HP support agents to help troubleshoot printer issues.

To collect printer information, using Device Health, follow these steps:

📝 **NOTE:**   If System Health Apps was enabled at printer set up, the Device Health data collection will take place on a periodic basis when the printer is connected to the internet. In this case, the support agent will have the data available, and it is not required to perform the steps below.

1.   From the Home screen of the printer control panel, scroll to and select System Health Apps.
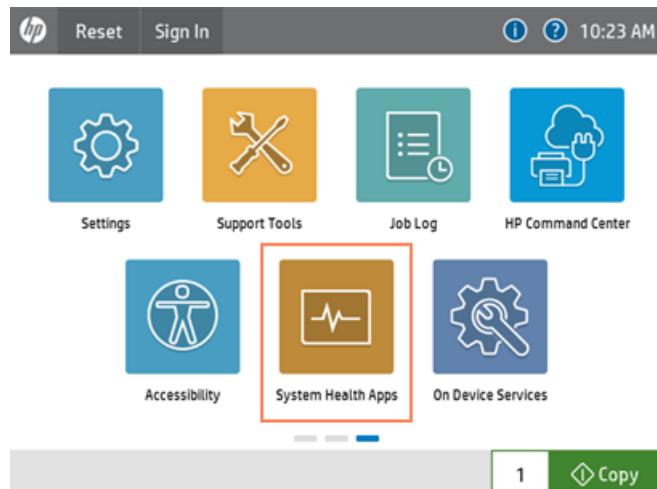
2. Select the Device Health app.
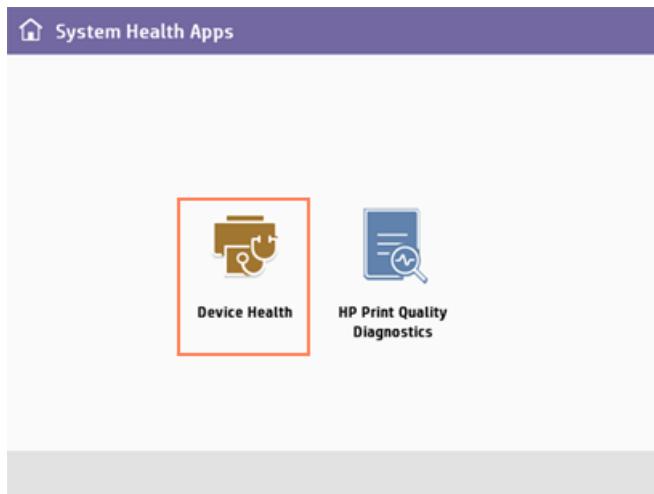
3. Wait for Device Health to prepare for and collect data.

Figure 3-1 Enabling Device Health: Step 1
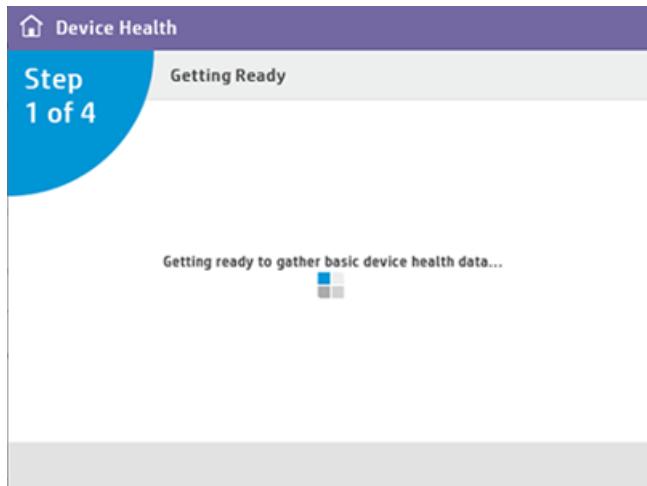
Figure 3-2 Enabling Device Health: Step 2
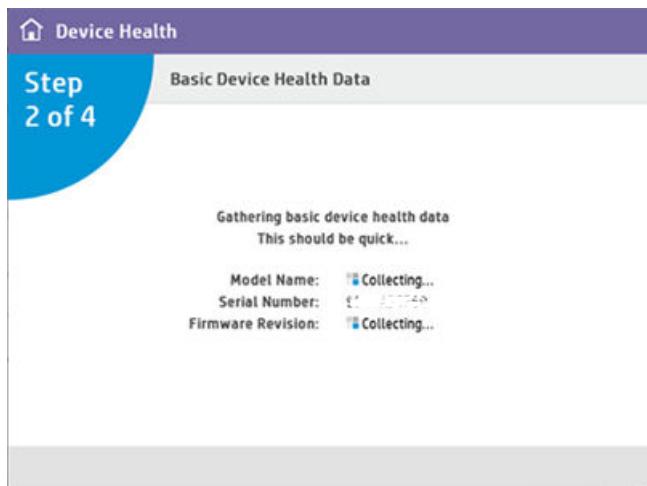
Figure 3-3 Enabling Device Health: Step 3
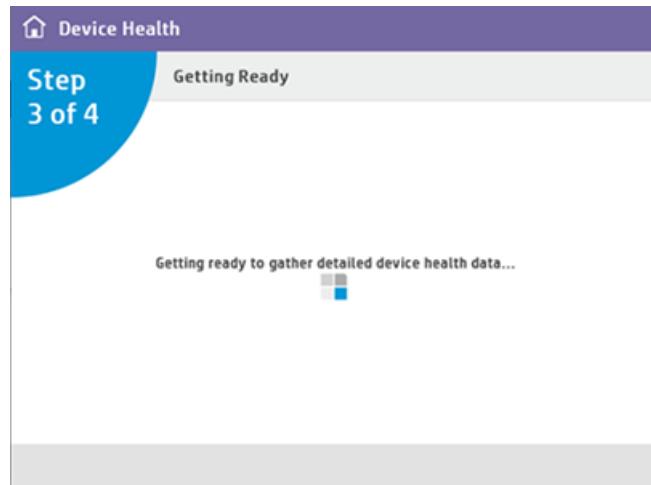
Figure 3-4 Enabling Device Health: Step 4
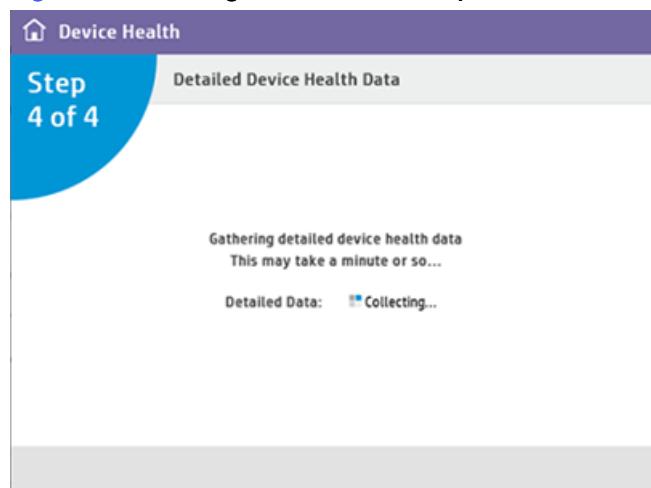
4. Wait for the process to complete and the message **The device health data is now available to customer support** to display.
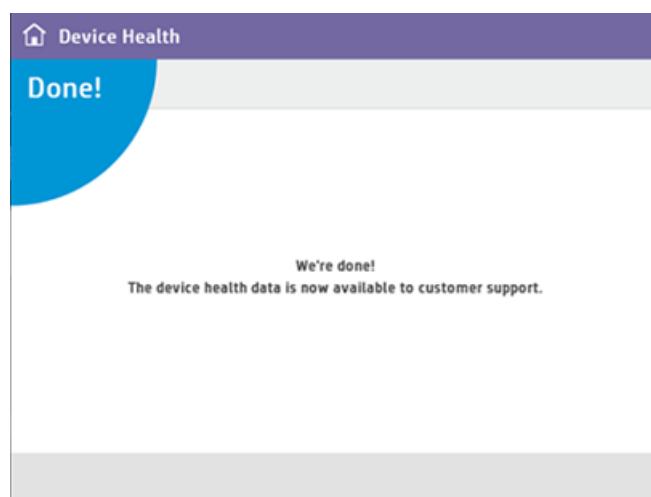
Device Health is enabled on the printer and the app is visible on the control panel.

4 Use HP Print Quality Diagnostics

Learn how to use the HP Print Quality Diagnostics app.

Use the HP Print Quality Diagnostics app

To diagnose and troubleshoot print quality issues on an HP Enterprise MFP using the HP Print Quality Diagnostics app, follow these steps.

1. Remove any printed pages from the Automatic Document Feeder (ADF) and output trays.

2. Select System Health Apps to open the menu.

3. Select the HP Print Quality Diagnostics app to open the wizard.
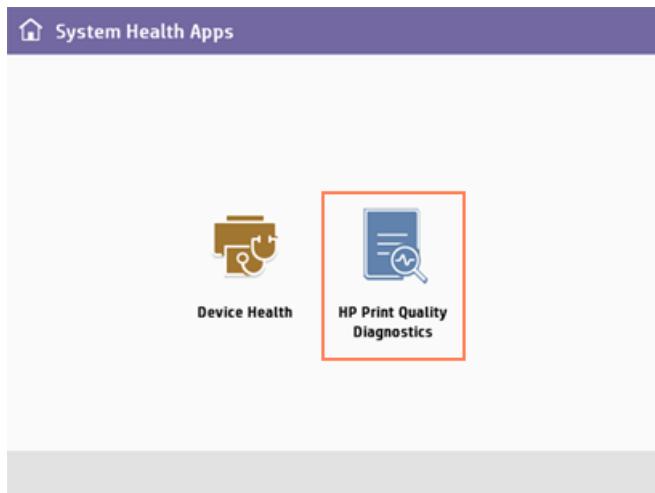
4. Select **Begin** to start the diagnostics.

5. Print the test pages.

a. Select **Print**.
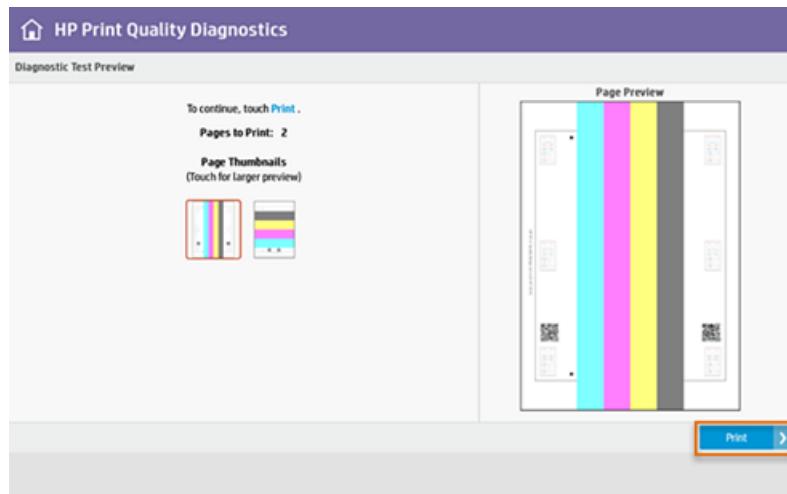
b. Remove the test pages from the output tray.

6. Scan the test pages to the cloud.

a. Load and orient the pages into the ADF facing upward. Use the demonstration on the control panel as a guide.

> 📝 NOTE: Only the test pages will be accepted. If any pages are scanned that are not diagnostic pages, all of the pages will be rejected, and you will have to start over. If these happens, remove any non-diagnostic pages, and then try again to scan the test pages. After scanning and diagnostic use, all pages are permanently deleted from the cloud for security purposes.

b. Adjust the page guides to fit the loaded pages.

c. Select **Scan** and wait for the scanned pages to be securely uploaded to the cloud.
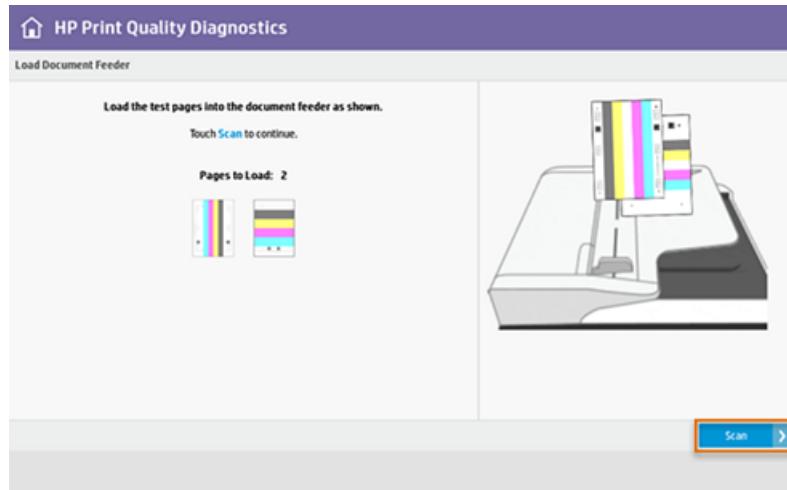
7. When a QR code is presented, the process is complete, and your service provider will receive the results.

5   Frequently Asked Questions

Learn about the HP System Health Apps and Device Health.

FAQs

Use the FAQs below to find answers about how System Health Apps help in resolving and troubleshooting printer issues.

What is System Health Apps?

System Health Apps is an icon on the control panel that, when initiated, guides an IT Print Manager through the process of connecting a printer to HP Web Services. After connecting, it allows the selection of additional apps that enable faster and more accurate resolution of printer issues. The System Health Apps icon can be hidden from the control panel by an IT Print Manager.

What is required to connect?

Internet connectivity is required. Depending upon the complexity of the network, this process may require a password or administrative privileges. This process can be executed from the control panel, from a remote-control panel, using the batch registration utility (recommended), or at printer set up.

What is Device Health?

Device Health is a cloud-provisioned application that accelerates resolution of printer issues by securely sending device telemetry (such as event logs and consumable levels) to HP.

Who benefits from enabling Device Health and System Health Apps?

Enabling System Health Apps connects the printer to HP Web Services and allows for apps such as Device Health to improve the print IT manager and end user experience by:

- Resolving some issues automatically.

- Enabling call center agents to remotely resolve some issues over the phone.

- Enabling HP to diagnose the root cause before sending a service technician on-site so that the printer's issue can be resolved with the right part(s) on the first visit.

How can I activate HP Device Health and System Health Apps?

HP Device Health and System Health Apps can be activated in multiple ways:

- During the initial installation, or

- After installation from the control panel or the Embedded Web Server (EWS), or

- Using the batch registration utility (for multiple devices at one time)

What features are available under System Health Apps

The Device Health and HP Print Quality Diagnostics apps are available.

How long does it take an IT print manager to enable Device Health and System Health Apps?

When done at the device, the process takes approximately two minutes. When enabled, no additional effort is required. When using the batch registration utility (downloadable from HP), multiple devices can be registered automatically.

Do end users interact with the apps?

End users will not have visibility and are not expected to interact unless they are also responsible for the printer's support.

If I enable System Health Apps, can they be hidden from end users?

Yes. Controlling which icons display to end users is simple, and core to the functionality of devices with HP FutureSmart firmware.

What kind of data is transmitted back to HP?

Telemetry data specific to the health of the device. This includes Event logs, firmware version, ink or toner metrics, device configuration – data that, in the event of a problem, will help diagnose an issue remotely and allow for either a remote fix or an on-site repair that resolves the issue quickly.

How is my device data protected?

HP is committed to the privacy and security of our customers and adheres strictly to the various privacy and security standards such as GDPR and CCPA. Our privacy statement is available at set up and can also be accessed [here](#).

For more information, see the [HP System Health Apps & Device Health- Security White Paper](#).

Which specific printers offer these capabilities?

These capabilities can be enabled on any HP FutureSmart printer with HP FutureSmart firmware version 4.8 or newer by using the batch registration utility. That utility overcomes the deployment limitations detailed below.

If the batch registration utility is not used, these capabilities are only available on printers that meet the following three criteria:

- Have HP FutureSmart firmware version 4.11 or newer, and

- Have a control panel that is 4.3 inches or larger, and

- Have not been pre-configured as a managed/contractual device.

Are there additional HP Web Services beyond Device Health?

Device Health is the first cloud delivered web service targeted at helping improve the end user and IT Print Manager experience by automating issue resolution or accelerating time to issue resolution.

Can I disable System Health Apps?

Yes. Disabling this functionality can be done via embedded web server, or by using one of the many printer-management solutions available for HP printers.

Are Device Health & System Health Apps supported for printers that connect wirelessly?

No. Device Health and System Health Apps may function with a wireless printer connection but that is not the design intent. For security reasons most enterprise class printers are connected to the enterprise's intranet via a wired connection. HP will not support Device Health or System Health Apps related connectivity problems encountered with wireless environments.

Do Device Health or System Health Apps cost anything?

No.

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