



Managing Supplies Using HP Web Jetadmin

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Overview

One of the most important roles of HP Web Jetadmin is to help administrators monitor, order, and replenish printer supplies and parts. Keeping devices up and running is easier with these powerful features:

- **Supplies** information tab—Quickly display all supplies details for any device list selection
- Device list features and specific device supply columns
- Supplies alerts and supplies reporting

NOTE: The accuracy of supplies alerts, reporting, and device list columns might be impacted by the use of non-HP supplies. HP cannot be responsible for software issues related to the use of non-HP products or supplies.

Navigate supplies features

A variety of controls and features exist in HP Web Jetadmin to help users obtain details and manage supplies.

Supplies tab

From any device selection in **Groups > All Devices** or filtered lists, the **Supplies** tab provides a quick view for levels, part numbers, and other supply details ([Figure 1](#)). The option labeled **Group by** allows ordering of supplies detail in the following ways:

- **Device**—Shows devices in a collapsed state. Expand one or more devices to show detail.
- **Urgency**—Groups the devices by collapsed **Out**, **Warning**, and **OK** supply status categories. Expanding a category reveals device and supply details.
- **Part number**—Groups the devices by collapsed supply part number categories. Expanding a category reveals device and supply details.
- **None**—Reveals supply detail in an expanded device list. The **Supplies** tab also has a toolbar that enables **Show needed filtering**, **Shop for supplies**, and **Add to supplies group**.

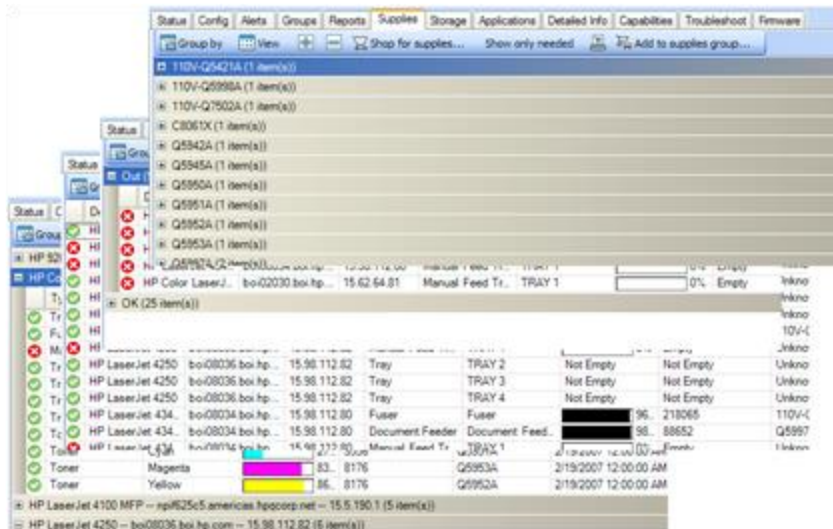


Figure 1: Supplies tab showing different Group by settings

Other ways of looking at supplies

There are many ways to get supplies information about devices from HP Web Jetadmin. Device status shows supply levels in real time. Supply threshold and supply status alerts are available in the proactive alerts features. Supplies features are available any time you right-click one or more devices in a list selection. A large number of columns can be enabled in HP Web Jetadmin device **Groups** or lists that show supply status, including current levels. The following sections focus on specific functionality related to supplies.

Supplies alerts

HP Web Jetadmin offers proactive alerting features that detect device conditions or events and forward notification about these conditions or events to subscribed recipients (most commonly via email). Alerting within HP Web Jetadmin is divided into these parts:

- Supplies alerts
- General alerts
- Critical alerts

Supplies alerts settings can be found in all of these. Supplies alerts contain threshold settings that allow detection of device supplies as they cross a user-specified threshold. General and critical alerts contain supplies alert settings that are based on device status. In all cases, these alert features can notify users almost immediately after the actual occurrence. All alerts are logged in the alerts history and can also be logged to a file. In addition, email notification or SNMP traps forwarding can be enabled to convey alerts messages to end user email boxes or to other systems and processes. For more information about HP Web Jetadmin alerts, see the online Help or the *Using Proactive Alerts with HP Web Jetadmin* white paper. This white paper is available on the HP Web Jetadmin [support page](#).

Reports and supplies

HP Web Jetadmin has powerful data collection and reporting features that allow historical data tracking and reporting. These features include supplies reports that can be used to report on the current state of supplies and predict future supply needs. Reporting features in HP Web Jetadmin are enabled in a two-step process:

- First, add devices to data collections for the specific type of reporting required. In the case of supplies, add the devices to the supplies data collection and allow some time to pass in order for HP Web Jetadmin to gather data about device supplies and supply levels.
- Second, enable the reports features after the device data collections features have had time to gather supplies information.

NOTE: Depending on the type of supply report required, data collections might need to occur over a period of several days.

Reports for device supplies include the following:

- Supply ordering report
- Supply replacement forecast report
- Supply usage report

Reports can be generated individually as needed or via the reports templates settings. Both reports and alerts features can be enabled via **Device Groups Policies**, allowing automatic settings and supplies management. For more information about the reporting features in HP Web Jetadmin, see the online Help or the *Creating Reports and Exporting Data in HP Web Jetadmin* white paper. This white paper is available on the HP Web Jetadmin [support page](#).

HP Web Jetadmin supply level columns

HP Web Jetadmin has a variety of supply columns that can be activated within any device list:

Bonding Agent	Light Gray and Photo Black Printhead 2	Magenta Cartridge
Drum Spittoon	Light Gray Cartridge	Yellow Cartridge
Web Wipe	Magenta and Yellow Printhead	Gray Cartridge
Black and Yellow Printhead	Magenta and Yellow Printhead 2	Green Cartridge
Black Printhead	Magenta Printhead	Matte Black Cartridge
Black Printhead 1	Magenta Printhead 1	Photo Black Cartridge
Black Printhead 2	Magenta Printhead 2	Red Cartridge
Blue and Green Printhead	Maintenance Cartridge	Fuser
Blue Cartridge	Matte Black and Red Printhead	Black OPC
Cleaning Kit	Matte Black and Yellow Printhead	Cyan OPC
Cyan and Magenta Printhead	Roller Kit	OPC
Cyan and Matte Black Printhead	Separation Pad	Magenta OPC
Cyan and Matte Black Printhead 2	Stapler	Yellow OPC
Cyan Printhead	Stapler (Secondary)	Tray 1

Cyan Printhead 1	Stapler (Tertiary)	Tray 2
Cyan Printhead 2	Toner Collection Unit	Tray 3
Document Feeder Kit	Yellow Printhead	Tray 4
Feed Roller	Yellow Printhead 1	Tray 5
Gloss Enhancer and Gray Printhead	Yellow Printhead 2	Tray 6
Gray and Photo Black Printhead	Maintenance Kit	Tray 7
Lamp	Black Cartridge	Transfer Kit
Light Cyan and Light Magenta Printhead	Cyan Cartridge	Color Ink Cartridge
Light Cyan and Light Magenta Printhead 2	Light Cyan Cartridge	Gloss Enhancer Cartridge
Light Gray and Photo Black Printhead	Light Magenta Cartridge	

Supply columns can be enabled just like any other HP Web Jetadmin device list column. A few different methods exist for defining and managing device list layouts. Use the **Layouts** tool on the device list toolbar or simply right-click any device list column header and choose **Customize**. Doing this activates the **Select Columns** controls used to establish device list settings (Figure 2). After **Select Columns** is activated, choose the columns for the list or layout.

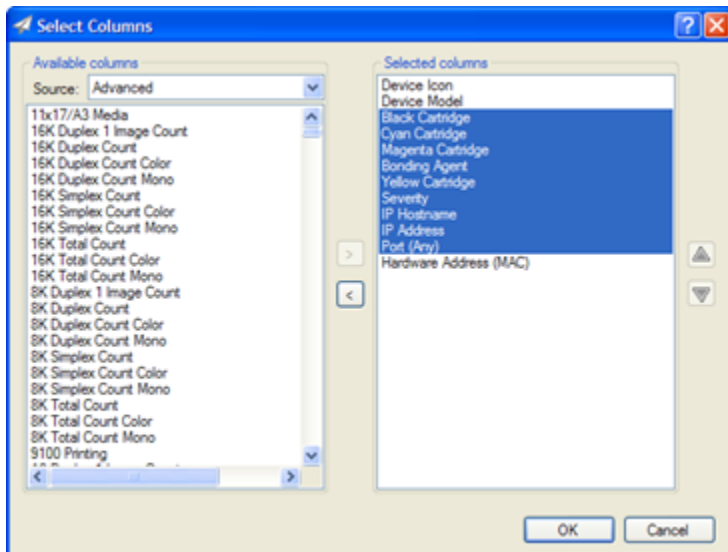


Figure 2: Select Columns window

With supply columns enabled in device lists, administrators have an abundance of available information. Figure 3 shows a device list with several supply columns.

Device Model	Severity	Status	Black Cartridge	Cyan Cartridge	Magenta Cartridge	Yellow Cartridge
HP Color LaserJet 4700	Warning	Black Cartridge Lo...	OK	13%	64%	63%
HP Color LaserJet 5500	Warning	HCI Empty	76%	88%	88%	88%
HP Color LaserJet 4700	Warning	Cyan Cartridge Low	27%	10%	23%	96%
HP Color LaserJet CP3505	Info	Power Save On	78%	77%	78%	77%
HP Color LaserJet CP1518ni	Warning	Cartridge Low	81%	3%	38%	54%
HP Color LaserJet 2550	Info	Power Save On	93%	76	78%	78%
HP Color LaserJet 4700	Warning	Cyan Cartridge Low	60%	5,685	76%	43%
HP Color LaserJet 5550	Warning	Tray 4 Empty	97%	Q6470A	97%	97%
HP Color LaserJet 5500	Info	Power Save On	56%	Last Used Date: 5/22/2010	51%	49%
HP Color LaserJet 3800	Warning	Cartridge Low	40%	Manufacturer Date: 9/5/2008	50%	52%
HP Color LaserJet 4600	Error	Offline	46%	Install Date: 10/10/2008	26%	38%
				Serial Number: 100737253		

Figure 3: Device list with supply columns enabled

Note the tool tip that displays when a mouse cursor hovers over any of the supply column cells. Every cell in the supply columns can disclose a number of important data elements attributable to the supply. These data elements are:

- Supply Level
- Pages Remaining
- Supply Part Number
- Last Used Date
- Manufacturer Date
- Install Date
- Serial Number

Of course, all of this information is only available when the device and/or supply support the correct data objects. Many older HP devices and all non-HP products do not support management objects that allow HP Web Jetadmin to access this data. However, most devices that are manageable from HP Web Jetadmin support data objects for basic supply levels.

The supply level value can be discovered either with the tool tip or the HP Web Jetadmin device list. Some of the device list cells might display **<Not supported>**, which indicates that a device is not capable of conveying specific information for this particular supply. A very common case is when a monochrome device is in a list where a color supply column is enabled.

NOTE: Supply columns typically contain an integer value if the device is capable of conveying this type of supply level detail. Otherwise, the column might contain text such as **Low** or **Very Low**. If HP Web Jetadmin detects that the supply could be nearly full, the text **OK** is displayed in the supply column.

Supply level columns can also be exported to a file or simply copied to the buffer as shown in Figure 4. Simply right-click a device list selection (as shown) and choose **Copy**.

Device Model	Black Cartridge	Cyan Cartridge	Magenta Cartridge	Yellow Cartridge
HP Color LaserJet 4600	76%	99%		52%
HP Color LaserJet 5500	71%	99%	99%	
HP Color LaserJet 5550	53%	99%	99%	
HP Color LaserJet CP3525			99%	
HP Color LaserJet 4600				27%
HP Color LaserJet 5550				73%
HP Color LaserJet CP402...				99%
HP Color LaserJet CM473...				83%
HP Color LaserJet 4600				98%
HP Color LaserJet 3800				36%
HP Color LaserJet CM353...				97%
HP Color LaserJet 4700				4%
HP LaserJet P4015				86%
HP Color LaserJet 5550				12%
HP Color LaserJet 5550				97%
HP Color LaserJet CM603...				98%
HP Color LaserJet 4700				85%
HP Color LaserJet 3700				64%
HP Color LaserJet CM473...				58%
HP Color LaserJet 5550				96%
HP Designjet 4000ps				77%
HP Color LaserJet CP452...				59%
HP Color LaserJet 5550				84%
HP Color LaserJet CP452...				58%
HP Color LaserJet CP452...	72%	95%		90%

Figure 4: Copy device list details

The information is stored on the local buffer in CSV format and can then be pasted into other applications such as Microsoft® Notepad as shown in Figure 5. This figure shows the supplies detail as it appears after it is either pasted into an application or when it is exported, using **Device List Export** into a CSV file.

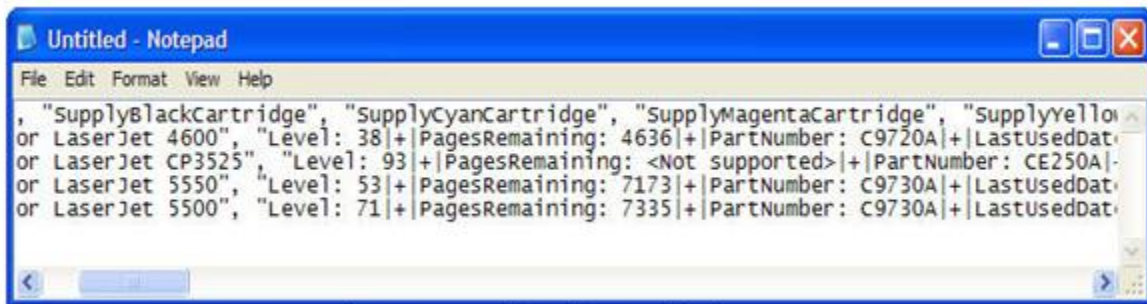


Figure 5: Device list details in CSV format

In both cases, the complex data in each cell is established in the CSV cells in a format very similar to the following:

...,"CSV Header", ...
 ...,"Data 1: Value 1|+Data 2: Value 2|+Data 3: Value 3", ...

Notice that the values that can be exposed via the tool tip feature are also exported to CSV data. This is known as complex data and is represented in one CSV cell, but with a new header and delimiter type. For a supplies column, header detail such as Level appears with a colon separating it from its value, which is n. This value is again separated from the next header detail, which is PagesRemaining. This header has its own colon between it and the next value of n, and so on. This complex data appears in many of the newer HP Web Jetadmin device list columns.

Obsolete supply columns

HP will be retiring a number of the existing supply columns in a future release. The HP Web Jetadmin team wants to give administrators some time to adjust processes to the newer supply columns that were implemented in HP Web Jetadmin 10.2 SR 1, which were discussed in the previous section. [Figure 6](#) shows a list of existing HP Web Jetadmin device list columns that will be retired and that now appear in an **Obsolete** category in **Select Columns**.

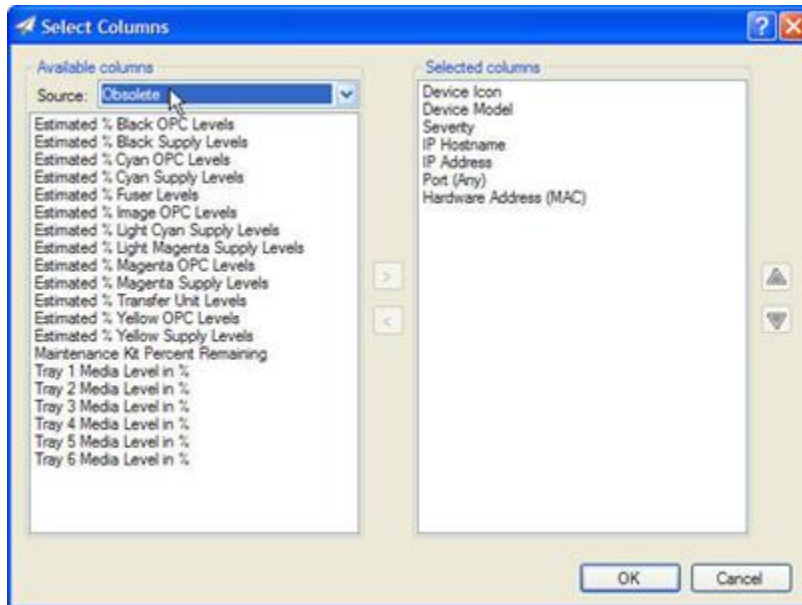


Figure 6: Obsolete device list columns category

Summary

HP Web Jetadmin can help administrators monitor, order, and replenish printer supplies and parts in a number of ways. Obtain details and manage supplies via the supplies information tab or through device list features, such as specific device supply columns. Keep up-to-date and informed using supplies alerts and supplies reporting.

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