



HP Partner Link Pay-per-use

Dealer Guide

Edition 3

© 2016 Copyright HP Development Company, L.P.

Legal notices

The information contained herein is subject to change without notice.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Trademarks

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

Table of contents

1 Introduction	1
1.1 Ecosystem	1
1.2 System roles and common activities	3
1.3 Security	3
2 Enrollment and setup process—overview	4
2.1 Enroll new customers	4
2.2 Register new printers	5
2.3 Access usage data	6
2.4 Receive device and supply alerts	7
3 Register new printers to HP Partner Link Pay-per-use	8
3.1 Direct connection setup	8
3.2 Data collector setup	14
4 Accessing device usage data	20
4.1 Types of usage counters	20
4.2 Ink and media counters by print category	20
4.3 View and export default reports for printer usage	21
4.4 Create reports to send via email	22
4.5 Review the list of jobs for a specific printer	24
4.6 Generate advanced reports	25
5 Alerts service	28
5.1 Device alerts	28
5.2 Supply alerts	29
5.3 Subscribe to alert notification	29
5.4 Schedule an alerts report by email	30
6 Additional info	32
Appendix A Supported devices	33

1 Introduction

1.1 Ecosystem

The HP Partner Link Pay-per-use service (PPU) consists of the following components:

- Web Service, which includes both the Web infrastructure and the user interface
- A printer unit with a specific PPU-enabled firmware version, using one of the following:
 - Direct Connection from the printer — available only for specific printer models. This option is recommended as it can handle service alerts.
 - Data Collector — available for all PPU-compatible printer models. The Data Collector is a software tool to be installed on a computer on the Printer Owner's network. It captures printer usage information and sends it to the Web Service for processing.

Apart from the above components, a summary of printer usage information is provided in the front panel of the printer.

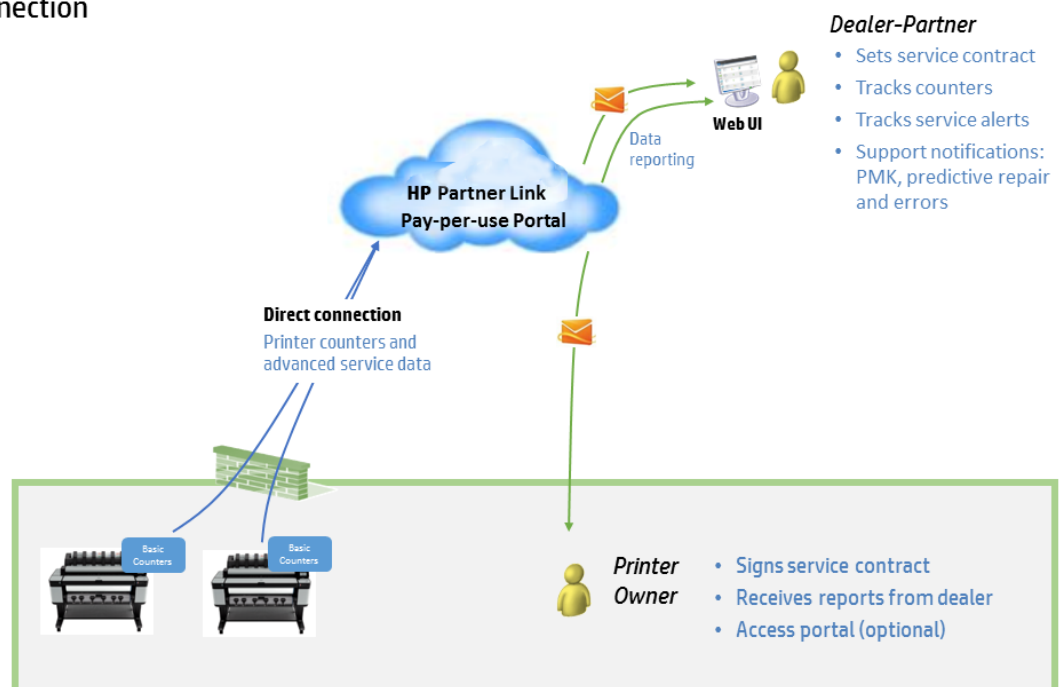
You can see the main interactions, users, and tasks in the following diagrams for both Direct Connection and data sent through a Data Collector installation.



IMPORTANT: In this context, the terms Partner, Dealer, and Reseller are used for the same concept.

HP Partner Link Pay-per-use

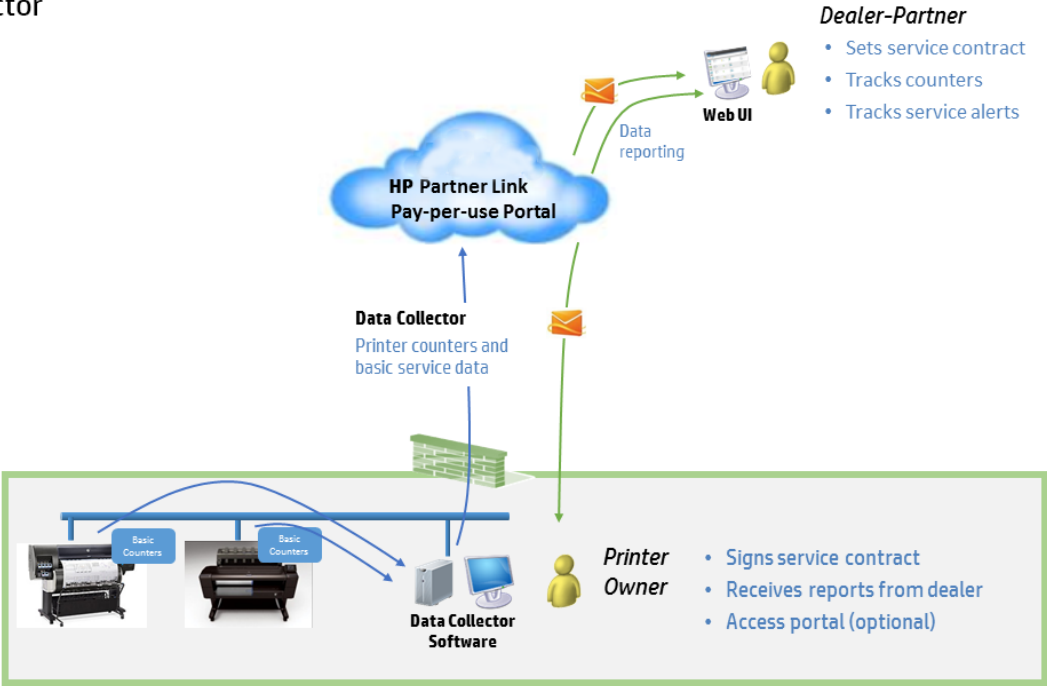
Direct Connection



The diagram above shows the PPU service with directly connected printers sending data to the HP data warehouse.

HP Partner Link Pay-per-use

Data Collector



The diagram above shows the PPU service with Data Collector installed and sending data to the PPU Web server.

1.2 System roles and common activities

This is a description of the roles of the people who interact with the service:

- **Partner — Dealer**

Partners have reseller company accounts; they sell printing solutions in a contractual manner to their end customers. In the PPU Web interface they are known as Dealers.

From the PPU Web interface they can:

- Create customer accounts (Printer Owners)
- Remove customer accounts
- View/generate reports by customer of printer counter information needed to manage contracts
- View/generate reports by customer of printer supply alert information
- Add more users to manage their Dealer account data (Dealer role)

- **Printer Owner — Customer**

This is the end customer role. A Printer Owner signs a contract with the Partner representative based on the specific printer's usage conditions and pricing.

1.3 Security

At HP we take your privacy and security seriously. Read the white paper explaining how we protect your data in this service:

- by logging in to the Web tool (<https://partnerlink.hpuda.com>), under **Help > Datasheet**, or
- by contacting your HP representative.

2 Enrollment and setup process—overview

2.1 Enroll new customers



In order to create a new customer account in the HP Partner Link Pay-per-use web portal, the HP Partner/Dealer must first complete the following:

- **Sign a pay-per-use contract** with the customer.
- Get an account¹ to log in to the HP Partner Link Pay-per-use web portal: <https://partnerlink.hpuda.com>
- Fill in your Dealer Info (email and telephone number) in the PPU portal.

Name	Contract ID	Last Scan
Demo Reseller 3		01/01/1
Demo Customer 1		20/03/2
Demo customer 4		01/01/1

1. When you are logged in as a dealer, **create a new customer account** from the Admin menu: **Admin > Customers > Create customer**.

Create Customer

Company Information

Company name *
Contract ID

User Information

Email *
First name
Last name
Phone
Address
Language
Country *

Invitation email

Subject
If the email subject

Setup Instructions

If I send setup instructions via email
Click to customize

Email alerts

If I subscribe to device alerts Click to view and edit

To: Administration (Sign up)

CC: Admin

Security: ☐ No alerts ☐ Alerts

If I subscribe to supply alerts Click to customize

2. **Fill in all the company and user information, and subscribe to email alerts.**

Decide whether you want your customer to have access to the web portal or not. Choose which types of email alerts you want to receive when the new customer has a registered printer. Click **Send invitation** to provide access.

See [Section 5.3, Subscribe to alert notification on page 29](#).

Hello,

David_dealer has created a new account in order to use HP Partner Link Pay-per-use service.

Please click the button to confirm your details:

Confirm your details

If you cannot click the button above, try here:
<https://PartnerLink.hpuda.com/Admin/Signup/Confirm?InvID=40077914-8bb6-4326-91bc->

3. The **Customer receives an email** from HP Partner Link.

The customer validates/signs up for the account by clicking on the confirmation link.

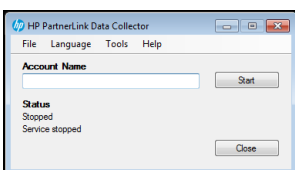
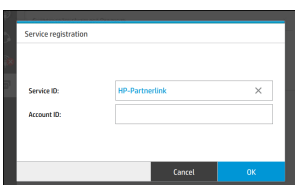
Language *
Country *
Format
Timezone
☒ Yes, HP may contact me with personalized offers, support, and news.
☒ I agree with the [Terms of Use](#)
* = Mandatory Field
SUBMIT

4. The customer finishes the enrollment process by **completing and submitting the web form**.

The **dealer will then receive two emails**: a message confirming the account validation and the **Setup instructions email** that includes the **Account ID**.

¹ If you don't have access, request it from your HP representative and follow the instructions in the Sign-up email.

2.2 Register new printers



Follow the **Setup instructions** received by email during the enrollment process.

1. Choose one of the two methods to register printers:

- **Direct Connection** (recommended, if available) or,
- **Data Collector software**

See [Supported devices on page 33](#)

2. To register **Direct Connection printers**, open the Connectivity application from the printer's front panel or access the Embedded Web Server and register a new Printer service:

- Service ID: HP-Partnerlink
- Account ID: <Enter the customer Account ID>

See [Section 3.1, Direct connection setup on page 8](#)

3. To register printers through the **Data Collector**:

- a. Download and install the HP Partner Link Data Collector software on the customer network.
- b. Run the Data Collector software.
- c. Enter the Account name/ID and press **Start**.

See [Section 3.2, Data collector setup on page 14](#)

2.3 Access usage data

Print categories usage			
Print categories usage			
	Ink (ml)	Paper area (m ²)	Paper length (m)
Huge Sizes	25.49	87.76	154.97
Color Slides	1.84	5.23	9.37
Low density image	4.87	4.08	9.23
High density image	1.03	0.29	5.98
Premium quality image	3.74	2.58	6.75
TOTAL	40.97	99.94	186.50

[illegible]

Set up e-mail

Report Details

Name

Type

Period

Data source

Group By

Usage by printer and job for current customer

Jobs

Last month

Current customer: Demo Reseller 3

No

Email settings

To*

Subject

demoreseller3@psd@gmail.com

Multiple receivers should be comma (,) separated

Report from HP partners LINK Pay-per-use




☒ Use default subject

Body

☒ Use default body

Output format

File format



1. **View ink and media counters from the printer's front panel** or the Embedded Web Server (only for HP PageWide XL Printer Series).

2. **View ink and media counters remotely on the Customer dashboard** in the PPU web portal.

3. **Schedule an email with usage data from the PPU reports section.**

See [Section 4.4, Create reports to send via email on page 22](#)

2.4 Receive device and supply alerts

Email alerts ⓘ

Subscribe to all customer alerts

Device notifications

☒ Subscribe

To:

CC:

BCC:

Severity: CRITICAL ☒ ERROR ☒ WARNING ☐

HP Partner Link Pay-per-use

Error - Device alert - DBM16

Description:
Error Code:
System manager - A process being babysitted died

Date and time:
2/2/2016 4:13 PM

Device:
HP PageWide XL 5000 MFP (CZ311A) (MY51G2Q00J062X)

Report: Supply alerts report (trigger 10%)

Device ID	Device Name	Supply Type	Current Level	Low Level	Alert Level	Alert Date	Alert Time	Alert Type	Alert Status
10000000000000000000	HP PageWide XL 5000 MFP (CZ311A) (MY51G2Q00J062X)	HP PageWide XL 5000 MFP (CZ311A) (MY51G2Q00J062X)	10000000000000000000	10000000000000000000	10000000000000000000	2/2/2016	4:13 PM	Supply alert	Triggered

Subscribe to email alerts from all your customer's devices on the PPU Home dashboard.

1. Click **Email alerts** and add/modify the email address(es) to which you want to subscribe.
2. Select the level of importance of the alerts you want to receive a notification for. Choose Critical to receive only the most important notifications.

See [Section 5.3, Subscribe to alert notification on page 29](#)

Example of a Device alert notification.

When the printer has a persistent critical issue, an alert is sent by email in under 10 minutes (only HP PageWide XL Printer Series)

Schedule an alerts report from the PPU Reports section to receive a recurrent email with all the alerts generated during a specific period.

In addition, you can define Supply alert reports for specific customers, printers and ink levels.

See [Section 5.4, Schedule an alerts report by email on page 30](#)

3 Register new printers to HP Partner Link Pay-per-use

3.1 Direct connection setup

With some specific Web-connected HP DesignJet and PageWide XL printer models you can connect and collect data without needing the Data Collector tool.

This is particularly important in order to receive service alerts that require technical assistance urgently and this is also recommended for environments where only a few printers are installed at one customer site. Installing and maintaining a local Data Collector can be complicated so it is only recommended for complex data collection environments.

All HP PageWide XL series and HP DesignJet T3500 series printers can be configured for Direct Connection.

3.1.1 Installation and configuration

After the customer account is created, an email is received with the Setup Instructions on how to register new printers for PPU.

If you plan to use Direct Connection follow the simple steps below:

1. Run the connectivity wizard (see the printer user's guide) to check that the printer is fully connected to the Internet.
2. Upgrade the printer firmware to the latest version (see the printer user's guide).
3. Register the printer to use the PPU service. You can do this in two ways:
 - From the printer's front panel
 - From the Embedded Web Server

3.1.1.1 Direct Connection configuration from the printer's front panel

3.1.1.1.1 HP PageWide XL series

1. From the home screen, select the **Connectivity** application.



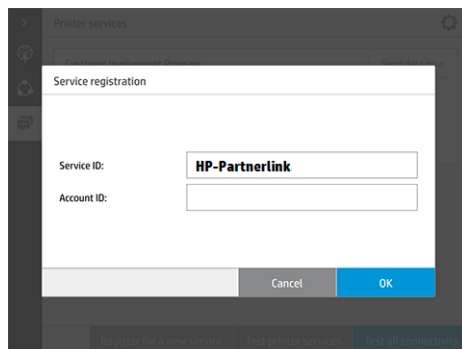
2. Select the **Printer services** from the left side menu.
3. Select **Register for a new service**.

 **NOTE:** For this step, make sure the **Customer Involvement Program** service is enabled and connected.

4. Fill in the service registration information.


 **NOTE:** You may be required to provide the printer's serial number. If that is the case, please accept it.

5. Make sure the Service ID is **HP-Partnerlink**.

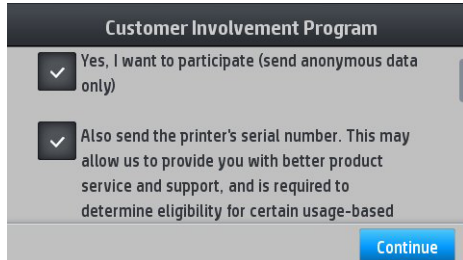


6. Type the customer's **Account ID** in the Account ID field. You can find the account ID in the setup instructions email that explains how to register new printers for the account you have created. The account ID can also be found in the Web Service: Click **Admin** → **Account**, then check the HP DPL Account Name.
7. Read the information provided and click **Yes**.
8. You will see a **Welcome to HP Partner Link Pay-per-use** message.
Your printer will now send data to the HP service.
9. Remember that data collection is not instantaneous but takes place every 1 to 4 hours in order to avoid network or printer overloading. Wait for some time before looking for your data in the Web interface.
10. To verify that the usage data is sent to the HP Partner Link Pay-per-use web portal, you can select **Send data now**. Wait for 10-15 minutes before looking for your data in the Web interface.

3.1.1.1.2 HP DesignJet T3500 series

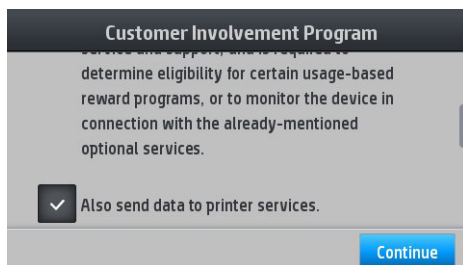
1. From the home screen, select the  icon.
2. Scroll to select the **System** option.
3. Scroll to select the **Customer Involvement Program** option.
4. Select the **Customer Involvement Program**.
5. Read the conditions and click **Continue**.

Check both options, enabling data collection, including the printer's serial number.



The screenshot shows the 'Customer Involvement Program' screen. At the top, it says 'Customer Involvement Program'. Below that, there are two checkboxes, both of which are checked. The first checkbox is labeled 'Yes, I want to participate (send anonymous data only)'. The second checkbox is labeled 'Also send the printer's serial number. This may allow us to provide you with better product service and support, and is required to determine eligibility for certain usage-based'. At the bottom right, there is a blue 'Continue' button.

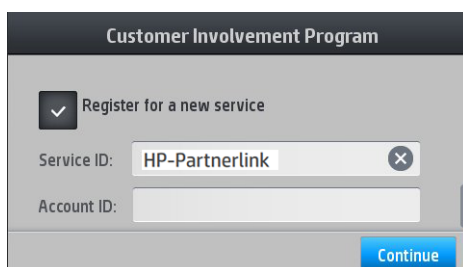
6. Scroll down until the third checkbox becomes visible and check it. This registers you with HP printer Web services.



The screenshot shows the 'Customer Involvement Program' screen. It shows the text 'determine eligibility for certain usage-based reward programs, or to monitor the device in connection with the already-mentioned optional services.' Below this text, there is a third checkbox, which is checked. At the bottom right, there is a blue 'Continue' button.

7. Scroll down again until the bottom of the screen and check the **Register for a new service** box.

Enter **HP-Partnerlink** in the Service ID field as shown below.



The screenshot shows the 'Customer Involvement Program' screen. It shows the 'Register for a new service' checkbox, which is checked. Below this, there is a 'Service ID' field with the text 'HP-Partnerlink' entered. There is also an 'Account ID' field, which is currently empty. At the bottom right, there is a blue 'Continue' button.

8. Type your **Account name** in the Account ID field. You can find the account name in the setup instructions email that indicates how to register new printers for the account you have created. The account name can also be found in the Web Service: Click **Admin** → **Account**, then check the HP DPL Account Name.
9. Read the information provided, and click **Yes**.
10. You will see a **Welcome to HP Partner Link Pay-per-use** message.
Your printer will now send data to the HP service.
11. Remember that data collection is not instantaneous but takes place every 1 to 4 hours in order to avoid network or printer overloading. Wait for some time before looking for your data in the Web interface.

3.1.1.2 Direct Connection configuration from the Embedded Web Server

1. To access the Embedded Web Server, enter the IP address of your printer in your favorite Web browser.

The screenshot shows the Embedded Web Server interface with the 'Customer Involvement Program' tab selected. The 'Enrollment' section contains a message asking for help to create better products, followed by three checkboxes: 'Yes, I want to participate (send anonymous data only)', 'Also send the printer's serial number...', and 'Also send data to printer services...'. A 'CIP Privacy Information' pop-up window is displayed, showing HP's privacy policy. Below the pop-up is an 'Apply' button. The 'Service registration' section has a 'Register for a new service' checkbox.

2. Select the **Customer Involvement Program** tab on the main page of the Embedded Web Server.

The screenshot shows the Embedded Web Server interface with the 'Customer Involvement Program' tab selected. The 'Enrollment' section contains a message asking for help to create better products, followed by three checkboxes: 'Yes, I want to participate (send anonymous data only)', 'Also send the printer's serial number...', and 'Also send data to printer services...'. A 'CIP Privacy Information' pop-up window is displayed, showing HP's privacy policy. Below the pop-up is an 'Apply' button. The 'Service registration' section has a 'Register for a new service' checkbox, a 'Service ID' field with 'HP-Partnerlink' entered, and an 'Account ID' field.

3. Read the conditions.
4. Check all three CIP configuration checkboxes and the **Register for a new service** box, and click **Apply**.
5. As Service Id use **HP-Partnerlink**, and use the customer's **Account ID** in the **Account ID** field. You can find the account ID in the Setup instructions email you received after the account was created.
6. Click **Register**.
7. Read the information message, and click **Accept**.
7. You will see a **Welcome to HP Partner Link Pay-per-use** message.

Your printer will now send data to the HP service.

- You can see the active subscriptions information on the main configuration page:

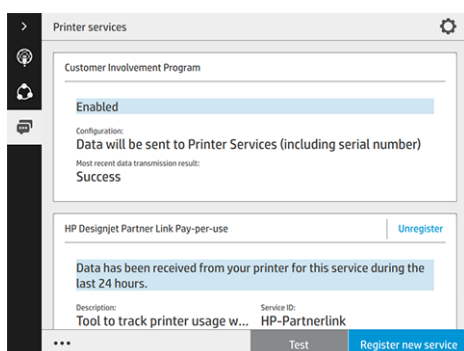
- Remember that data collection is not instantaneous but takes place every 1 to 4 hours in order to avoid network or printer overloading. Wait for some time before looking for your data in the Web interface.

3.1.2 Uninstallation

You can disable a Direct Connection by using the same user interface that you used to configure it.

3.1.2.1 From the printer's front panel for HP PageWide XL Printer Series

- From the Home Screen, select the Connectivity application.
- Select the **Printer services** from the left side menu.
- Click the **Unregister** button from the HP Partner Link Pay-per-use registered service.



- A warning message is shown. Click **Yes** to unsubscribe. Printer data will no longer be sent to the HP Partner Link Pay-per-use service.

3.1.2.2 From the printer's front panel for the HP DesignJet T3500

- From the Home Screen, select the **SETTINGS** button with the gear icon.
- Scroll down and select the **System** option.
- Scroll down and select the **Customer Involvement Program** option.
- Select **Customer Involvement Program Configuration**.

5. Scroll down to view the **Unregister** button for the HP-PPU Service ID.

Customer Involvement Program
 Description: Tool to track printers usage with y...
 Service ID: HP-PPU
 Account ID: Cliente2_0102
 Status: Recent Data Received

Unregister
Continue

6. Click **Unregister** in the HP-PPU Service ID section.
7. A warning message is shown. Click **Yes** to unsubscribe. Printer data will no longer be sent to the Web Service or to the HP Partner Link Pay-per-use service.

3.1.2.3 From the Embedded Web Server

1. To access the Embedded Web Server, enter the IP address of your printer in your favorite Web browser.
2. Select the **Customer Involvement Program** tab on the main page of the Embedded Web Server.
3. You can see the active subscriptions information on the main configuration page:

Customer Involvement Program

Please help us to create better products!
 Join the Customer Involvement Program (CIP) and help us create products that better meet your needs. The printer usage data that we automatically collect and send over the Internet will help us to determine how you use your printer, which product features are the most important to you, and to deliver appropriate usage statistics. It may also be used to determine eligibility for certain usage-based reward programs, or to monitor the device in connection with optional services such as proactive cartridge replacement, pay per use contracts, or support agreements. All data are collected and used in accordance with the CIP Privacy Information. There are no mandatory surveys or follow-up emails. No personal contact information is collected. You can stop participating at any time.

☒ Yes, I want to participate (send anonymous data only).
☒ Also send the printer's serial number. This may allow us to provide you with better product service and support, and is required to determine eligibility for certain usage-based reward programs, or to monitor the device in connection with the already mentioned optional services.
☒ Also send data to printer services.

CIP Privacy Information
 Please click the type of information that the CIP will collect:
 Product name and number

You must click "Apply" for any changes to be recorded.

Printer Services
 This printer is currently registered for the following services:
 Name: HP DesignJet Partner Link Pay-per-use
 Description: Tool to track printer usage with your HP Partner
 Service ID: HP-PPU
 Account ID: Cliente2_0102
 Status: Data has been recently received by this service.

Service registration
☐ Register for a new service

Unregister

4. Click **Unregister** in the HP-PPU Service ID section.
5. A warning message is shown. After clicking **Yes**, you will be unsubscribed from the selected service. Printer data will no longer be sent to the Web Service.

3.2 Data collector setup

3.2.1 Introduction


The PPU Data Collector is a simple software application that collects information from all the PPU supported printers and sends it to the Web Service for the purposes of supplies accounting and alerts management.

3.2.2 Add devices with data collector

3.2.2.1 Add devices using the printer’s IP address

Before you start running the Data Collector at the customer site you can add the IP addresses of some printers so that only specific printer units will be managed. This is recommended when you will only be collecting data from a few IP addresses on a network that uses numerous IP addresses.

1. Click **Home**.
2. Select Customer name in the Customers table or in the Customers selector (to the right of the main menu).
3. Click **Admin** → **Data Collectors**.
4. Select the specific Data Collector that will be installed on the customer’s local network.

 HP Partner Link Pay-per-use

Home

Reports

Admin

Help

Demo Customer 1

Demo Reseller 1 > Demo Customer 1 > Admin > Data Collectors > Edit Data Collector

LAST 30 DAYS

Data Collector - HP Workstation (16.24.98.23)

Ranges

Settings

View log







Network Ranges (HP PartnerLink Data Collector)

FORCE DISCOVER

FORCE COLLECT

DISABLE INACTIVE

ENABLE ALL

	State	Name	Comment	IPv4	Last collect	
	Enabled	New Range		15.196.8.77	19/12/2014	
	Enabled	New Range		15.196.10.14	19/12/2014	
	Enabled	New Range		15.196.13.77	19/12/2014	

Import ranges

Enter or paste IP addresses to create the ranges automatically.
Each address must appear on a separate line.

INCLUDE

EXCLUDE

Range Format

192.168.0.50+

192.168.0.50

192.168.0.1 - 192.168.0.50

192.168.0.1-50

converts to

converts to

converts to

converts to

192.168.0.50 - 192.168.0.50

192.168.0.1 - 192.168.0.254

192.168.0.1 - 192.168.0.50


192.168.0.1 - 192.168.0.50

5. Enter the specific IP Address in the **Import Ranges** area. Note that for only one IP address, you should add + at the end of the IP; for example: 192.168.0.50+.
6. Click **INCLUDE**.

3.2.2.2 Full discovery by default

Use this option if you want to track all the printer devices in the customer network.


By default, the Data Collector discovers all the printer devices connected to the same network and adds them to the list.

 **NOTE:** If a printer is not discovered, this is probably because the Data Collector is not installed in the same network segment as the printer. In this case you can add devices manually as explained below.

To exclude a device from the collection list, do the following:

1. Click **Home**.
2. Select Customer name in the Customers table.
3. Note that once you select a customer the Customer name will appear at the top right of the page.
4. Click **Admin** → **Devices**.
5. To see the list of devices, click **All Devices** → **Managed**.
6. Click the check box for specific printer(s) in the table. The result is shown below.
7. Select the **Un-managed (#)** option in the dropdown menu, next to the **ACTIVATE** button.

designjet.ppdemo1-beta@hp.com | Dealer Info | Contact HP | Help | Sign Out

 **HP Partner Link Pay-per-use**



[Home](#)
[Reports](#)
[Alerts](#)
[Admin](#)
[Help](#)
Demo Customer 1 ▾

[Demo Reseller 1](#) > [Demo Customer 1](#) > [Admin](#) > [Devices](#)
Filter LAST 30 DAYS

All Devices

[Managed \(5\)](#)
[Un-Managed \(135\)](#)
[Not Assigned \(0\)](#)

Device Management

Please Note When you move devices in to 'Managed' **you will be billed** 
Please Note When you move devices away from 'Managed' **data could be lost!** 

Move To ▾
Managed (5) ▾
ACTIVATE

	Device name	IPv4	Serial #	Last scan date
<input checked="" type="checkbox"/>	HP DesignJet T1500 (CR356A)	15.196.10.14	CN35S2H00T	04/12/2014
<input type="checkbox"/>	HP DesignJet Z6600 (F2S71A)	15.196.4.253	MY1AB3900D	16/06/2014
<input type="checkbox"/>	HP DesignJet T3500 (B9E24A)	15.196.11.199	CN3C00H00Y	04/12/2014
<input type="checkbox"/>	HP DesignJet T2500 (CR358A)	16.186.97.148	CN34M0H03D	06/08/2014
<input type="checkbox"/>	HP DesignJet T7200 (F2L46A)	15.196.4.221	MY07G0900T	22/10/2014

[Home](#) | [Version](#) | [Terms of Use](#) | [About](#) | [Contact HP](#)
© 2014


8. Click the **ACTIVATE** button.
9. You can click **Unmanaged (#)** in the **All Devices** section, to confirm that the excluded printer is in the Un-Managed list already.

If a printer is not discovered because it is probably not in the same Data Collector network segment, you can add devices manually as follows:

1. Click **Home**.
2. Select Customer name in the Customers table.

3. Click **Admin Data Collectors**.
4. Select the specific Data Collector.
5. You can see the current collection network ranges in the table:

designjet.pputdemo1-beta@hp.com | Dealer Info | Contact HP | Help | Sign Out

 HP Partner Link Pay-per-use

Home Reports Alerts **Admin** Help Demo Customer 1 ▾







Home Reseller 1 > Demo Customer 1 > Admin > Data Collectors > Edit Data Collector LAST 30 DAYS

Data Collector - HP Workstation (16.24.98.23)

Ranges Settings View log

Network Ranges (HP PartnerLink Data Collector)

FORCE DISCOVER FORCE COLLECT DISABLE INACTIVE ENABLE ALL

	State	Name	Comment	IPv4	Last collect	
	Enabled	New Range		15.196.11.199	16:04	
	Enabled	New Range		15.196.8.77	16:04	
	Enabled	New Range		15.196.10.14	16:04	

Import ranges

Enter or paste IP addresses to create the ranges automatically.
Each address must appear on a separate line.

16.24.98.25+

INCLUDE EXCLUDE

6. Enter the additional ranges in the “Import Ranges” area. Note that for only one IP address, you should add + at the end of the IP; for example: 192.168.0.50+.
7. Click **INCLUDE**.

3.2.3 Installation

The Data Collector must be installed on a customer PC that has network access to the printers to be managed. The Setup instructions email includes information on how to download and install the Data Collector software.

This document explains how to install the PPU software. The screenshots are taken from a Windows 7 installation and may look slightly different on other platforms.

Prerequisites

- Operating-system support: Microsoft Windows 8, 7, 9, 10 and Windows Server 2008, 2012 and 2012 R2.
- The computer hosting the Data Collector must always be turned on and connected to the Internet. If a proxy is used, automatic or manual configuration could be required (explained below).
- You must use a Windows user account with Administrator permission.

To install the Data Collector:

1. Click **Download the Data Collector** in the Setup instructions email received from HP Partner Link noreply@hpuda.com.

Your browser downloads a compressed zip file containing the installation files for the Data Collector.

2. Unzip the compressed zip file and double-click **Setup.exe**. Installation will now begin.

3. The installation wizard requires the following:

- Choose your language from the dropdown list and select **OK**.
- Select **Next** to proceed with the installation.
- Make sure you read and accept the License Agreement. Then click **Next**.
- Click **Install** and installation will be performed automatically.

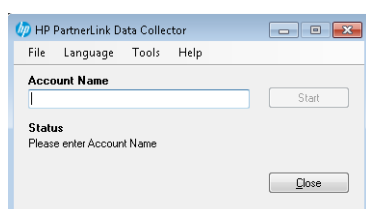
4. After installation is complete, click **Finish**.

5. The Data Collector is launched automatically after installation, so a new HP icon will appear on your Windows taskbar.

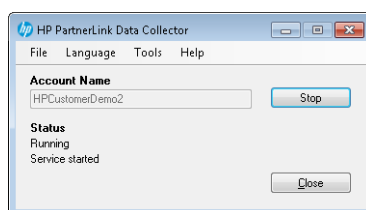
You can also find it in the system tray or Windows Start menu. Right-click the HP icon and select **Open**.

3.2.4 Configuration

1. Start by entering your Account Name. You can find your Account Name in the Setup instructions email you received.



2. Then press **Start** to register and run the Data Collector service.



3. The Data Collector service is now configured. The Status value indicates its condition.

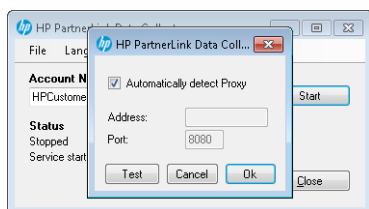
3.2.5 Proxy settings

By default, the Data Collector tries to detect your proxy settings automatically. If it cannot auto-detect your proxy, you can still configure it yourself.

If you get a connection error such as **DataCollectorWebApplication:run System.ServiceModel.EndpointNotFoundException ...**, try the following:

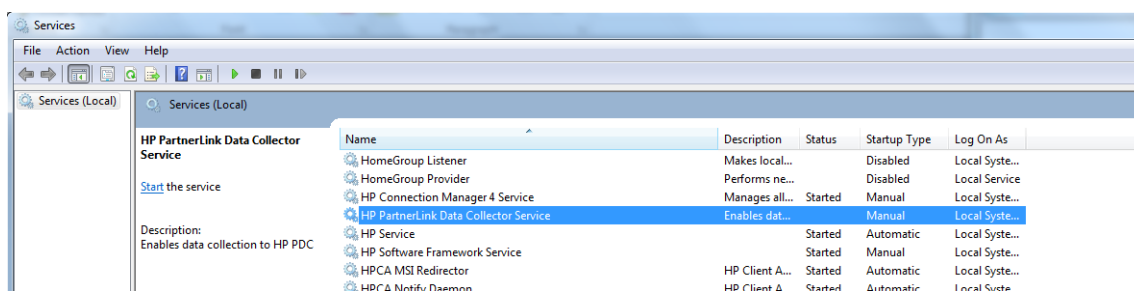
1. Stop the Data Collector service (if already running) by right-clicking the icon, and selecting **Stop**.
2. Choose **Tools** → **Proxy**.
3. Uncheck the **Automatically detect Proxy** option.
4. Enter the correct address and port for your proxy server.

5. Press **Test** to verify the connection, then press **OK**.

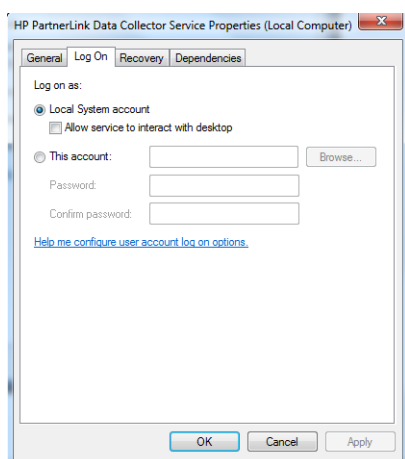


If the error appears again, you can access the Internet through a proxy with authentication:

1. Stop the service from the Manager.
2. Open the Service Console (services.msc), which can be found in the **Administrative Tools** menu.
3. Locate the **HP Partner Link Pay-per-use Data Collector Service**.



4. Right-click and open **Properties**.
5. Go to the **Log On** tab and change the setting from **Local System** account to **This account**.
6. Enter credentials for an account that can access the Internet through your proxy with authentication. If you need to, contact your system administrator for this information.

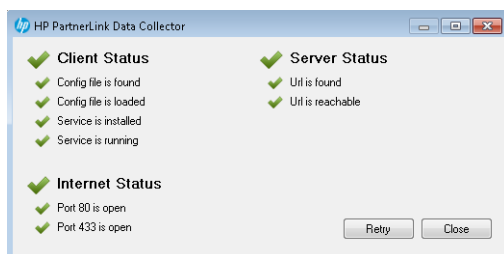


7. Once you have entered your Account Name, the Data Collector will be registered and the service will run again.

3.2.6 Troubleshooting

There is a troubleshooting feature to see the status of the services and components required.

To access this feature, select **Help** → **Troubleshooting**.

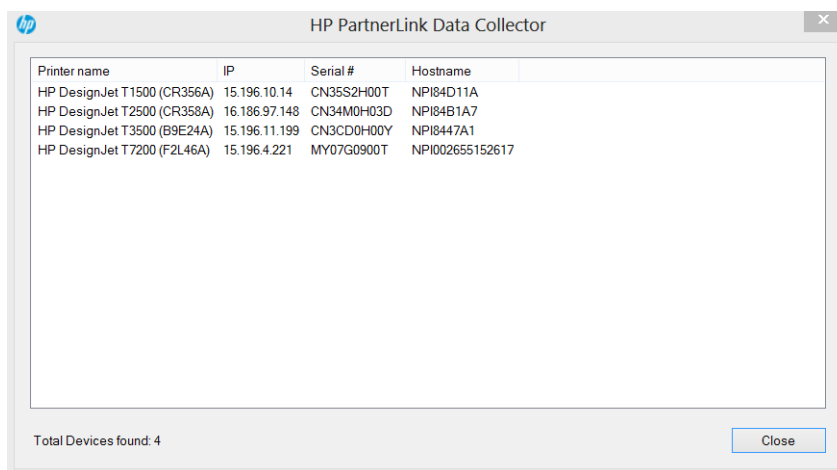


All items should be marked in green when the system is OK.

If there are any issues, a yellow warning mark appears next to one or more components and describes the issue. This will not occur if the proxy is not correctly configured

Once you have resolved any issues, click **Retry**.

To check which devices are connected, select **Tool** → **Devices**.



The devices shown in this window are all discovered and providing data to the Data Collector.

3.2.7 Uninstallation

To remove the PPU software installed on your computer:

1. Stop the data collector running in the PC.
2. Uninstall the software by selecting **Start** → **Control Panel** → **Uninstall a program** Select **HP Partner Link Pay-per-use Data Collector** → **Uninstall** → **OK**.

4 Accessing device usage data

The HP Partner Link Pay-per-use service provides online information about the usage of supplies by customers and printers:

- In dashboards and report views, in the PPU Web interface
- In report files sent automatically by email

4.1 Types of usage counters

The PPU service displays two types of usage data counters:

- Ink counters, in milliliters (ml)
- Media counters, by area size in square meters (m²) or square feet (ft²) and by length in linear meters (m) or linear feet (ft). Depending on your user setting Format, measurements are shown in meters or feet.

Each type of counter is organized into six print categories:

- Mono lines: Black-and-white CAD jobs printed on standard media.
- Color lines: Color CAD jobs printed on standard media.
- Low Density Image: Between 10% and 50% of pixel coverage printed on standard media.
- High Density Image: Over 50% of pixel coverage printed on standard media.
- Premium Quality Image: Any content type printed on Premium Media.
- Blueprint: Any content type printed on Blueprint Media.

Counters and categories are available at different levels: Customer level (aggregated by printer), Printer level, List of jobs by Printer and the detail of a job.

4.2 Ink and media counters by print category

You can access the counter data for all of a customer's printers from the PPU Customer dashboard as follows:

1. Access the Web Service using the **Log in** button at <https://partnerlink.hpuda.com>.
2. Select a specific customer name from the list of customers inside the Home dashboard.
3. In the Customer dashboard, scroll down to see the device information.
4. In the device table, by default, you will see the print categories by media area (m² or ft²) per printer, and for all printers together (total).

- From the Devices usage dropdown menu, you can change the selected option to view the media length (m or ft) or the ink usage (ml) by each print category.

Devices usage Media area (m²) ▼

	Device name	Serial #	Collection Date	Mono lines	Color lines	Low density image	High density image	Premium quality image	Blueprint	Total
1	HP DesignJet T3500 (B9E24A)	CN42PQH00M	05/02/2016							0,00 m²
1	HP DesignJet T920 (CR354A)	CN3BJ8H00Z	05/02/2016				3,81 m²			3,81 m²
1	HP PageWide XL 8000 (CZ309A)	MY5272Q004062V	05/02/2016	1,39 m²	0,00 m²	0,00 m²	0,00 m²	0,00 m²	0,00 m²	1,39 m²
1	HP PageWide XL 8000 (CZ309A)	MY5844Q005	05/02/2016							0,00 m²
1	HP PageWide XL 5000 (CZ310A)	MY51H2Q001062W	05/02/2016	606,54 m²	545,69 m²	22.168.824,80 m²	41.564.568,71 m²	3,89 m²	0,00 m²	63.734.549,63 m²
1	HP PageWide XL 5000 MFP (CZ311A)	MY51H2Q011062X	05/02/2016							0,00 m²
1	HP PageWide XL 5000 MFP (CZ311A)	XXXXXXXXXX	05/02/2016							0,00 m²
1	HP PageWide XL 5000 MFP (CZ311A)	MY51G2Q00J062X	05/02/2016	24,85 m²	11,67 m²	42,27 m²	31,87 m²	15,76 m²	2,34 m²	128,76 m²
1	HP PageWide XL 5000 MFP (CZ311A)	MY51H2Q010062X	05/02/2016							0,00 m²
1	HP DesignJet T930 (L2Y22A)	CN5981H006	05/02/2016							0,00 m²
1	HP PageWide XL 4500 MFP (CZ312A)	MY55L3Q00K	05/02/2016	1.369,70 m²	307,94 m²	534,48 m²	278,30 m²	65,93 m²	0,00 m²	2.556,36 m²
1	HP PageWide XL 4000 MFP (MOV02A)	AA20150630	05/02/2016							0,00 m²
1	HP DesignJet T930 (L2Y21A)	CN36L4H03H	05/02/2016	2,32 m²	1,64 m²	4,42 m²	12,85 m²			21,24 m²
1	HP PageWide XL 4500 (CZ313B)	MY5AF5Q005	05/02/2016	553,51 m²	149,62 m²	101,96 m²	11,51 m²	133,89 m²	430,92 m²	1.381,41 m²

Total

Total (14 devices)	Mono lines	Color lines	Low density image	High density image	Premium quality image	Blueprint	Total
Sum	2.558,31 m²	1.016,56 m²	22.169.507,93 m²	41.564.907,06 m²	219,47 m²	433,26 m²	63.738.642,59 m²
Average	426,38 m²	169,43 m²	3.694.917,99 m²	5.937.843,87 m²	43,89 m²	86,65 m²	4.552.760,18 m²

- From the top right button (by default LAST 30 DAYS), select the desired counter timeframe. You can select a specific period of time by selecting the **Other** option, and entering the specific start and end dates:

LAST 30 DAYS

Period ⓘ

05/11/2014 to 05/12/2014

Last 30 days ▼

APPLY CANCEL

LAST 30 DAYS

Period ⓘ

Other ▼

05/11/2014 - 05/12/2014

APPLY

December, 2014

Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today: December 5, 2014

This is not a complete list of the possibilities. For further options, see the subsequent sections in this chapter.

4.3 View and export default reports for printer usage

You can access the reports of counter data in the HP PPU Web interface as follows:

- Access the Web Service using the **Log in** button at <https://partnerlink.hpuda.com>.
- Click the **Reports** section.

ENWW

Section 4.3 View and export default reports for printer usage 21

- From the list of HP default reports (reports that are not editable are placed at the top of the page), click **Report name** to access the report online.

One of the reports available by default is **Total Ink and Media usage by Customer**. This report aggregates Ink (ml) and Media (m² and ft²) counters from all customers and printers at the Dealer level, for a specific period of time.

Reports

Filter

HP Default

Name	Data source	Type	Export	Email	Manage
Supply alerts report (trigge..	All customers	Supply Alerts			
Device alerts report	All customers	Device alerts			
Usage by printer and job for..	Current customer	Jobs			
Ink usage by customer and pr..	All customers	Devices		1	
Total Ink and Media usage by..	All customers	Devices		2	
Media usage by customer and ..	All customers	Devices			
Media usage by customer and ..	All customers	Devices			
Supplies history by customer..	Current customer	Supplies			

Demo Reseller 3

CREATE

Name	Data source	Type	Export	Email	Manage
EF Test Job details	All customers	Jobs			
Test 70859-2	Current customer	Jobs			
Media usage by customer and ..	All customers	Devices			
Usage	Current customer	Devices		1	
Ink usage by customer and pr..	All customers	Devices			
Supplies history by customer..	Current customer	Supplies			
Test report	Current customer	Supplies			
Supplies report - History	All customers	Supplies			
Test	All customers	Jobs			
TEST	All customers	Devices			
Usage by printer and job for..	Current customer	Jobs			
Job details All customers	All customers	Jobs			
Supply alerts report (trigge..	All customers	Supply Alerts			
ddd	Current customer	Devices		1	

Customer reports: Demo Reseller 3

CREATE

Name	Type	Export	Email	Manage
Test report	Devices			

- From the report view or in the list of reports, you can export the report to multiple file formats: CSV, PDF, XLS, and XML. If there is a connection issue or the resulting file is particularly large, it may not be possible to download the exported file directly. You will need to click the **Log** option to view the generation time and download it (if the **Log** option is not available, you must first duplicate the report).

4.4 Create reports to send via email

This section explains how to:

- Schedule an automatic email with aggregated data from all customers.
- Schedule an automatic email with data from a specific customer.

4.4.1 Send a periodic report including data from all customers

Send a periodic report for all customers as follows:


- Access the Web Service using the **Log in** button at <https://partnerlink.hpuda.com>.
- Click → **Reports**.
- From any report containing “All customers” in the data source column you can click the **Email** action.
- Set up the basic email settings:
 - To: Recipient address or addresses to which the report will be sent
 - Subject (mandatory): Email subject, the default text can be customized
 - Body (optional): Can be customized or use the default text

- Output format: Attached file format
- Frequency:
 - Receive report every: How often the email is sent (such as once a month)
 - Reporting time: At what hour during the day the email is sent (such as 10:00 – 11:00)
 - Start date: When the scheduled email will start being sent
 - End date: When the scheduled email will stop sending
 - In advanced settings the user can edit other advanced features.

5. Click **Create**.

Set up e-mail

Report Details

Name	 My custom report
Type	Device
Period	Last month
Data source	All customers: Demo Reseller 1
Group By	No

Email settings

To*	<input type="text" value="designjet.ppdemo1-beta@hp.com"/> <small>Multiple receivers should be comma (,) separated</small>
Subject	<input type="text" value="My custom report subject"/> <input type="checkbox"/> Use default subject
Body	<div>Unknown TextID NotAssigned</div> <input checked="" type="checkbox"/> Use default body

Output format

File format	<input checked="" type="radio"/> CSV <input type="radio"/> PDF <input type="radio"/> XLS <input type="radio"/> XLSX
-------------	---

Frequency

Receive report every	<input type="text" value="1"/> <input type="text" value="Months"/>
Reporting time	<input type="text" value="18:00 - 19:00"/>
Start date	<input type="text" value="05/12/2014"/>
End date	<input type="text"/>

Advanced settings [\(Click to show\)](#)

<input type="button" value="CREATE"/> <input type="button" value="CANCEL"/>

You can see and update all the scheduled emails already generated by clicking the blue Email icon inside each report row.

4.4.2 Send a periodic report including data from only one customer account

Send a periodic report for one customer as follows:

1. Access the Web Service using the **Log in** button at <https://partnerlink.hpuda.com>.
2. Select a specific customer name in the customer's selector or from the list of customers inside the Home dashboard.

- Click → **Reports**.
- From any report containing “Current customer” in the data source column, or from any report in the Customer reports section, click the **Email** action.
- Follow the same steps as in the previous list.

File contents by each format:

The subject of the email message shows the name of the report.

The printer counters information for the selected customers is attached to this email.

Here are some examples of PDF and Excel reports:

Ink usage by customer and printer (ml) media class (Multiple accounts)

1/5/2016 9:02 AM - 2/5/2016 9:02 AM

Customer Name	Device name	Serial #	IPv4	Printer Location	Last scan date	Mono Lines - Ink Counter (ml) Diff	Color Lines - Ink Counter (ml) Diff	Low Density Image - Ink Counter (ml) Diff	High Density Image - Ink Counter (ml) Diff	Premium Quality Image - Ink Counter (ml) Diff	Blueprint - Ink Counter (ml) Diff	Total Ink Counter (ml) Diff	Blueprint Media Counter (m²) Diff	Premium Media Counter (m²) Diff	Standard Media Counter (m²) Diff	Unclassified Media Counter (m²) Diff	Total Media Counter (m²) Diff
Demo Pau3	HP PageWide XL 5000 MFP (CZ311A)	MY51G2Q00J062X			09/10/2015	0,000	0,000	0,000	0,000	0,000	0,000	0,000	0,000	0,000	0,000		0,000
Demo Reseller 3	HP DesignJet T3500 (B9E24A)	CN42P0H00M	15.196.3.249		05/02/2016							0,000					0,000
Demo Reseller 3	HP DesignJet T920 (CR354A)	CN3B8H002	15.196.3.188		05/02/2016				114,874			114,874			3,810		3,810
Demo Reseller 3	HP PageWide XL 8000 (CZ309A)	MY5272Q004062V	15.196.3.196		05/02/2016	27,704	0,000	0,000	0,000	0,000	0,000	27,704					0,000
Demo Reseller 3	HP PageWide XL 8000 (CZ309A)	MY5844Q005	15.196.3.251		05/02/2016							0,000					0,000
Demo Reseller 3	HP PageWide XL 5000 (CZ310A)	MY51H2Q001062W	15.196.3.158		05/02/2016	2,279,389	603,800	2,121,756	757,555	5,863	0,000	5,768,362					0,000
Demo Reseller 3	HP PageWide XL 5000 MFP (CZ311A)	MY51H2Q011062X	15.196.3.146		05/02/2016							0,000					0,000
Demo Reseller 3	HP PageWide XL 5000 MFP (CZ311A)	XXXXXXX000X	15.196.3.180		05/02/2016							0,000					0,000
Demo Reseller 3	HP PageWide XL 5000 MFP (CZ311A)	MY51G2Q00J062X	15.196.3.205		05/02/2016	10,876	3,604	39,360	71,016	63,499	1,393	189,748	2,345	15,755	110,658		128,758
Demo Reseller 3	HP PageWide XL 5000 MFP (CZ311A)	MY51H2Q011062X	15.196.3.208		05/02/2016							0,000					0,000
Demo Reseller 3	HP DesignJet T930 (L2Y22A)	CN5981H006	15.87.233.75		05/02/2016							0,000					0,000

A	B	C	D	E	F	G	H	I	J
Customer Name	Device name	Serial #	IPv4	Printer Location	Last scan date	Mono Lines - Ink Counter (ml) Diff	Color Lines - Ink Counter (ml) Diff	Low Density Image - Ink Counter (ml) Diff	High Density Image - Ink Counter (ml) Diff
2 Demo Pau3	HP PageWide XL 5000 MFP (CZ311A)	MY51G2Q00J062X			10/09/2015		0,000		
3 Demo Reseller 3	HP DesignJet T3500 (B9E24A)	CN42P0H00M	15.196.3.249		02/05/2016				
4 Demo Reseller 3	HP DesignJet T920 (CR354A)	CN3B8H002	15.196.3.188		02/05/2016				114.874000
5 Demo Reseller 3	HP PageWide XL 8000 (CZ309A)	MY5272Q004062V	15.196.3.196		02/05/2016		27.703691		
6 Demo Reseller 3	HP PageWide XL 8000 (CZ309A)	MY5844Q005	15.196.3.251		02/05/2016			0,000	
7 Demo Reseller 3	HP PageWide XL 5000 (CZ310A)	MY51H2Q001062W	15.196.3.158		02/05/2016		2279.389370		757.554549
8 Demo Reseller 3	HP PageWide XL 5000 MFP (CZ311A)	MY51H2Q011062X	15.196.3.146		02/05/2016			603.799725	
9 Demo Reseller 3	HP PageWide XL 5000 MFP (CZ311A)	XXXXXXX000X	15.196.3.180		02/05/2016				
10 Demo Reseller 3	HP PageWide XL 5000 MFP (CZ311A)	MY51G2Q00J062X	15.196.3.205		02/05/2016		10.876480		128.758000
11 Demo Reseller 3	HP PageWide XL 5000 MFP (CZ311A)	MY51H2Q011062X	15.196.3.208		02/05/2016			3.803652	
12 Demo Reseller 3	HP DesignJet T930 (L2Y22A)	CN5981H006	15.87.233.75		02/05/2016				
13 Demo Reseller 3	HP PageWide XL 4500 MFP (CZ312A)	MY55L3Q00K	15.196.3.132		02/05/2016		453.727164		1009.263189
14 Demo Reseller 3	HP PageWide XL 4000 MFP (MOV02A)	AA20150630	15.196.3.179		02/05/2016			607.595915	
15 Demo Reseller 3	HP DesignJet T930 (L2Y21A)	CN36L4H03H	15.196.3.195		02/05/2016		1.580000	5.458000	88.298000
16 Demo Reseller 3	HP PageWide XL 4500 (CZ313B)	MY5AF5Q005	15.196.3.121		02/05/2016		147.466723	49.601820	40.243149
17 Demo Customer 1	HP DesignJet T3500 (B9E24A)	CN3C0H007			05/15/2015		0,000		0,000
18 Demo Customer 1	HP DesignJet T3500 (B9E24A)	CN39F0H00M	15.196.5.240	Location A	03/20/2015		0,000		0,000
19 Demo Customer 1	HP PageWide XL 5000 MFP (CZ311A)	MY51G2Q00J062X		TestLocation	07/24/2015		0,000	0,000	0,000
20 Demo Carloti	HP PageWide XL 5000 MFP (CZ311A)	MY51G2Q00J062X			08/25/2015		0,000	0,000	0,000

4.5 Review the list of jobs for a specific printer

To review the list of jobs for a specific printer in the HP PPU Web interface do the following:

- Access the Web Service using the **Log in** button at <https://partnerlink.hpuda.com>.
- In Home, select Customer name in the Customers table.
- In the Devices table, click the **i** icon for the specific printer.
- Click the **Jobs** tab of the Printer Details page to see the list of jobs.
- For additional job details on a specific line, just click the job name.

4.6 Generate advanced reports

In order to generate a new report in the HP PPU Web interface, you can create a completely new report, or duplicate a default report (or any other report already available), which will contain the same contents as the first one. A duplicate can be useful especially when you want to change a default report.

Follow these steps to create a completely new report:

1. Access the Web Service using the **Log in** button at <https://partnerlink.hpuda.com>.
2. Click → **Reports**.
3. You can choose between two **Create** buttons depending on the purpose of the report:
 - a. **Customer reports > Create:** This report will be linked to the specific customer that you have selected (Customer selector) and will contain data only from this customer.
 - b. **Your dealer name > Create:** This report will be linked to your Dealer account and will be listed in all contexts, regardless of the selected customer. This report may contain data from the selected customer (current customer), a selected list of customers, or all dealer's customers.

Reports Filter

HP Default

Name	Data source	Type	Export	Email	Manage
Supply alerts report (trigge...	All customers	Supply Alerts			
Device alerts report	All customers	Device alerts			
Usage by printer and job for...	Current customer	Jobs			
Ink usage by customer and pr...	All customers	Devices			
Total Ink and Media usage by...	All customers	Devices			
Media usage by customer and ...	All customers	Devices			
Media usage by customer and ...	All customers	Devices			
Supplies history by customer...	Current customer	Supplies			

Demo Reseller 3 **CREATE**

Name	Data source	Type	Export	Email	Manage
EF test Job details	All customers	Jobs			
Test 70859-2	Current customer	Jobs			
Media usage by customer and ...	All customers	Devices			
Usage	Current customer	Devices			
Ink usage by customer and pr...	All customers	Devices			
Supplies history by customer...	Current customer	Supplies			
Test report	Current customer	Supplies			
Supplies report - History	All customers	Supplies			
Test	All customers	Jobs			
TEST	All customers	Devices			
Usage by printer and job for...	Current customer	Jobs			
Job details All customers	All customers	Jobs			
Supply alerts report (trigge...	All customers	Supply Alerts			
ddd	Current customer	Devices			

Customer reports: Demo Reseller 3 **CREATE**

Name	Type	Export	Email	Manage
Test report	Devices			

4. Set up the new report:

- **Name** (mandatory): Report name.
- **Availability:**
 - **Owner:** **Dealer** or **Customer**. Cannot be edited, and it changes depending on which **Create** button the user has clicked.
 - **Available for:**
 - Select **Dealer** to make the report available only for the current Dealer level.
 - Select **Customer** to make the report available for both the Dealer level and the Customer account. If **Owner** is **Dealer**, then the Report can be visible by multiple End Customers if they have access to the Web portal.
- **Content > Type**, five types available:
 - **Devices:** Counters and information at printer level
 - **Jobs:** Counters and information at job level

- After the report has been generated, you will be able to schedule a daily, weekly, monthly report by email with the alerts or usage.

- Home
Reports
Admin
Help

Demo Customer 2

Demo Reseller 1
> Demo Customer 2
> Reports
> Manage report

LAST 30 DAYS
- ## Create report
- Details

Name*

My custom report

Description

Ink usage (ml) by Custome
- Availability

Owner

Demo Reseller 1 (Dealer)

Available for

Dealer
- Content

Type

Devices
- Available Columns

SEARCH

-- Print Categories

Blueprint Media - Ink Counter (ml)	+
Blueprint Media - Media Counter (ft²)	+
Blueprint Media - Media Counter (m²)	+
Color Lines - Ink Counter (ml)	+
Color Lines - Media Counter (ft²)	+
Color Lines - Media Counter (m²)	+
High Density Image - Ink Counter (ml)	+
High Density Image - Media Counter (ft²)	+
High Density Image - Media Counter (m²)	+
Low Density Image - Ink Counter (ml)	+
Low Density Image - Media Counter (ft²)	+
Low Density Image - Media Counter (m²)	+
Mono Lines - Ink Counter (ml)	+
Mono Lines - Media Counter (ft²)	+
- Selected Columns

Customer Name		White	X
Printer Details		White	X
Printer name		White	X
Serial #		White	X
IPv4		White	X
Printer Location		White	X
Last scan date		White	X
Mono Lines - Ink Counter (ml)	Diff	White	X
Color Lines - Ink Counter (ml)	Diff	White	X
Low Density Image - Ink Counter (ml)	Diff	White	X
High Density Image - Ink Counter (ml)	Diff	White	X

- **Filter** (advanced option):

- **Filter:** This input field filters text of some available columns. By typing a printer name, it can be used to show data only from a specific printer model.
- **Active:** An advanced filter to show data only from the printers that were active during the selected period.
- **Period > Reporting period:** Choose the period of time in which collected data will be reported.
- **Customers > Data source** (only available in Dealer reports):
 - **Current customer:** Report will include data from the specific selected customer.
 - **All customers:** Report will gather aggregated data from all customers under the dealer.
 - **Specific customers:** The user can select from which customers data will be collected.

5. Click → Create

Filter [\(Click for less info\)](#)

Filter

Active

Period

Reporting period

Example: 05/11/2014 - 05/12/2014

Customers

Data sources

[CREATE](#) [CANCEL](#)

6. Go to the Reports list, find the new report and click the report name to see the result of the report.

Dealer reports [?](#)

Demo Reseller 1 [CREATE](#)

Name	Data source	Type	Manage	Actions
My custom report	All customers	Device	✎ ✖	Email Export View Log

[Home](#) [Reports](#) [Admin](#) [Help](#)

Demo Reseller 1 [▼](#)

[Home](#) > [Demo Reseller 1](#) > [Reports](#) > [View report](#)

[Export](#)

[Data source](#)

[Filter](#)

[Email](#)

[LAST 30 DAYS](#)

Report: My custom report

[EDIT](#)

	Printer name	Serial #	Customer Name	Last scan date	Mono Lines - Ink Counter (ml) Diff	Color Lines - Ink Counter (ml) Diff	Low Density Image - Ink Counter (ml) Diff	High Density Image - Ink Counter (ml) Diff
i	HP DesignJet T3500 (B9E24A)	CN3CD0H00Y	Demo Customer 1	11/12/2014	8.329	4.203	1.493	0.000
i	HP DesignJet T3500 (B9E24B)	CN39FOH00N	Demo Customer 1	11/12/2014	0.000	0.000	0.000	2.920
i	HP DesignJet T3500 (B9E24A)	CN3CD0H00Y	Demo Customer 2	23/12/2014	18.266	22.466	4.894	3.388

Total

Total (3 devices)					Mono Lines - Ink Counter (ml) Diff	Color Lines - Ink Counter (ml) Diff	Low Density Image - Ink Counter (ml) Diff	High Density Image - Ink Counter (ml) Diff
Sum					26.595	26.669	6.387	6.308
Average					8.865	8.890	2.129	2.103

5 Alerts service

HP Partner Link Pay-per-use provides an alerts service that can report two alert types: device and supply alerts.

Both alert types are displayed in the Dealer's Home dashboard and in the Customer dashboard.

Alerts ⓘ

Device alerts ⓘ Email 0 12 20 1 Total: 32 Filter Archive all

Alert	Troubleshooting	Customer	Date	Device name	Device serial #	
Out of Warranty B3P06A - on 15/01/2015	?	Demo Customer 1	20/01/2015 10:02 AM	HP DesignJet T1500 (CR356A)	CN3BK6H03H	
Out of Warranty B3P06A - on 15/01/2015		Demo Customer 1	27/01/2015 6:01 PM	HP DesignJet T1500 (CR356A)	CN3BK6H03H	
Out of Warranty B3P06A - on 13/02/2015		TEST AENEAS DIRECT	30/01/2015 2:05 PM	HP DesignJet T3500 (B9E24A)	CN3C00H006	
Device offline since 28/01/2015	?	Demo Customer 1	31/01/2015 2:05 PM	HP DesignJet T1500 (CR356A)	CN3BK6H03H	
Device offline since 2/02/2015		BIG DEALER	5/02/2015 6:01 PM	HP DesignJet T7200 (F2L46A)	dc_pr126	
Device offline since 5/02/2015		Demo Reseller 2	8/02/2015 6:01 AM	HP DesignJet T3500 (B9E24A)	CN4300H036	
Device offline since 10/02/2015		TEST AENEAS DIRECT	13/02/2015 10:01 AM	HP DesignJet T3500 (B9E24A)	CN3C00H006	

1 2 3 4 5

Supply Alerts ⓘ Email 1 5 1 Total: 6 Filter Archive all

Supply type	Supply level	Customer	Date	Device name	Device serial #	
Yellow Ink (C1Q15A)	0%	Demo Reseller 2	8/01/2015 1:00 PM	HP DesignJet T3500 (B9E24A)	CN3C00H008	
Gray Ink (C1Q18A)	1%	Demo Customer 2	8/01/2015 1:00 PM	HP DesignJet T3500 (B9E24A)	CN3C00H002	
Yellow Ink (C1Q15A)	1%	Demo Customer 2	12/01/2015 1:00 PM	HP DesignJet T3500 (B9E24A)	CN3C00H016	
Dark Gray Ink (F3J54A)	1%	Demo Reseller 2	12/01/2015 1:00 PM	HP DesignJet T7200 (F2L46A)	MY43R1901G	
Photo Black Ink (C1Q17A)	6%	Demo Customer 2	8/01/2015 1:00 PM	HP DesignJet T3500 (B9E24A)	CN3C00H003	
Gray Ink (C1Q18A)	8%	Demo Customer 2	8/01/2015 1:00 PM	HP DesignJet T3500 (B9E24A)	CN3C00H016	

By default alerts appear in the Dashboard but alerts can also be automatically received by email in two different ways depending on the Dealer needs and the printing volume of the customers:

- **Subscribe to email alerts notifications**, from the Home dashboard or from the Customer settings page. The recipient(s) will receive an email each time an alert of a specific severity is generated in any printer.
- **Schedule an alert's report by email**, from the Reports section. The recipient will receive a recurrent email with an attached file (PDF or spreadsheet) including all the alerts generated in the selected reporting period.

5.1 Device alerts

These alerts are generated when the Device has an issue, such as;

- Device is offline (warning)
- Device has frequent media jams (error)
- Device is unable to start or has a mechanical, electrical problem (critical)

These alerts are automatically shown in the Alerts section of the dashboard.

Click the specific alert description name to see detailed information about the alert, available in the **Events** tab of the **Printer Details** menu.

In some cases, these alerts may disappear from the dashboard if the root cause is fixed (for example, the device is online again), or if you click **Archive**. To see the archived alerts, you need to click the **Filter** and **Show archived: Yes**, placed to the right of the Alerts type title.

5.2 Supply alerts

These alerts are generated for each cartridge of a printer below an ink level (threshold) of 20%, and are automatically shown in the Alert section of the dashboard to warn you about low ink in ink cartridge. This default “Low on ink” threshold can be modified by customer from the “Edit Customer” section, in the Alerts tab (within in Admin). When the level is lower than 0.5%, the alert turns into an error to report the cartridge is out of ink.

A specific cartridge alert disappears from the dashboard when you replace it with another one having ink volume above the threshold value.

Printhead issues or Preventive Maintenance Kits (PMKs) will also be reported as a supply alert type.

If you want to be informed of other ink levels by printer or by specific customers, you can configure supply alert reports and receive them by email, as explained in [Section 5.4.2, Schedule a Supply alerts report on page 31](#).

5.3 Subscribe to alert notification

Email alerts notifications are intended to quickly inform the Dealer when a printer, such as the HP PageWide XL Printer series, has a critical issue that urgently requires technical assistance. This type of critical alert is only available for Direct Connection printers (see the supported devices in the Appendix) and from the moment the printer has the issue, it will be reported to the dealer.

You can decide to activate any of the 3 severity levels to receive more alert notifications:

- Critical: Technical assistance required urgently. Examples: Printer unable to start, mechanical/electrical problem.
- Error: Assistance required. Examples: Frequent paper jams, supplies out of ink.
- Warning: Assistance may be required soon. Examples: Low on supplies, device offline.

In order to subscribe to Device/Supply alerts notifications from all customer accounts, follow these steps:

1. Access the Web Service using the **Log in** button at <https://partnerlink.hpuda.com>.
2. Make sure you are on the Dealer's Home dashboard and click the Email icon beside the Device alerts title. This icon links to the edit Dealer page.
3. Enable the Subscribe checkbox of Device notifications and, in the Email fields, add the address(es) to which you want to subscribe. Multiple receivers should be separated by commas (,) or added in the TO, Carbon Copy (CC), or Blind Carbon Copy (BCC) fields.
4. Select the severity levels that will generate notifications. Choose only critical in order to receive only the most relevant notifications.

Alerts

Device alerts Email

16 Total: 16 Filter Archive all

Device notifications

Subscribe

Email: jdemoreseller3ppu@hp.co

Notify about

Severity

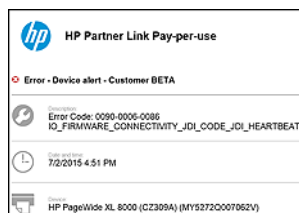
CRITICAL ☒ ERROR ☐ WARNING ☐

CREATE CLEAR

Date	Device name	Device serial #
2/6/2015 10:21 AM	HP DesignJet T3500 (B9E24A)	CN3CD0H007
2/12/2015 7:01 PM	HP DesignJet T3500 (B9E24A)	CN3CD0H007
4/10/2015 4:26 PM	HP DesignJet T3500 (B9E24A)	CN3CD0H007
4/10/2015 4:28 PM	HP DesignJet T3500 (B9E24B)	CN39F0H00N
4/10/2015 4:28 PM	HP DesignJet T3500 (B9E24B)	CN39F0H00N
4/10/2015 4:55 PM	HP DesignJet T3500 (B9E24A)	CN3CD0H007
4/10/2015 4:55 PM	HP DesignJet T3500 (B9E24B)	CN39F0H00N
4/10/2015 4:55 PM	HP DesignJet T3500 (B9E24B)	CN39F0H00N
4/10/2015 4:55 PM	HP DesignJet T3500 (B9E24B)	CN39F0H00N
4/10/2015 4:56 PM	HP DesignJet T3500 (B9E24B)	CN39F0H00N

5. Click **Save** to activate the subscription. From this moment the recipient(s) will start receiving email notifications from all your customers' devices, depending on the severity selected.

6. The alert notification email includes:
 - a. The most relevant information for the issue: description with the error code or the supply level, the date and time the alert was generated, the device name and serial number, and customer information.
 - b. An **Archive alert** button that will archive (hide) this specific alert from the dashboard of the web portal.
 - c. In some cases, a **Troubleshooting** button which will provide further information regarding the error code and how to solve the issue.



7. If you wish to subscribe to the Supply alerts email notifications, you must follow the same steps as for the Device alerts but just click the Email icon beside Supply alerts. Note that an error is an out of ink alert and a warning is a low on ink alert, according to the default threshold.

 **NOTE:** Remember that with the exception of alerts of critical severity, other information is collected at pre-defined time intervals, therefore there may be a notification delay of up to 4 hours.

In order to subscribe to Device/Supply alert notifications for a specific customer only, access the Customer dashboard and click the Email icon beside the Device icon, or go to **Admin > Customers**, click the specific customer name and access the **Alerts** tab. Then follow the same steps as already explained.

5.4 Schedule an alerts report by email

Alternatively to receiving email alert notifications (see [Section 5.3, Subscribe to alert notification on page 29](#)), alerts can be grouped in a single report and sent by email every day, every week or every month, in the same way that you can schedule usage reports (see [Section 4.4, Create reports to send via email on page 22](#)).

5.4.1 Schedule a Device alerts report

The easiest way to schedule an alerts report is to use an HP default report template. The following instructions are for a Device alerts report:

1. Access the Web Service using the **Log in** button at <https://partnerlink.hpuda.com>.
2. Select **Reports** in the main menu.
3. Select **Device alerts report** and click **email** on the same row.
4. Select **Email** in the Actions column to create and schedule email, specifying:
 - The email address to which reports will be sent (yours, for example).
 - The report format.
 - The frequency the email report is sent (such as once a month).

The recipient will receive a recurrent email with a file attachment (i. e. PDF or Spreadsheet) including all the alerts generated in the reporting period. If you wish to change the reporting period, create a new report for Device alerts.

5.4.2 Schedule a Supply alerts report

Supply alerts reports allow you to configure a aggregated report with a specific ink threshold (different from the default one) and receive it by email:

1. Create a new report to define the threshold and/or customers as follows:
 - a. Access the Web Service using the **Log in** button at <https://partnerlink.hpuda.com>.
 - b. Beside your Dealer account reports, click **Create**.
 - c. Click **Type**, under **Content** and select **Supply alerts**.
 - d. Click **Thresholds** if you want to modify the Trigger (10%) or Bulk Ink (13%) default values.
 - e. Click **Data sources** under **Customers** to select the customers to which the report will be applied.
Only cartridges in printers from the selected customers will be taken into account.
 - f. Click **CREATE** to create the new report.

2. Create a new report to define the threshold and/or customers as follows:

From any of the supply reports available in the **Reports** menu, you must select **Email** in the Actions column to create and schedule email, specifying:

- The email address to which reports will be sent (yours, for example).
- The report format.
- The sending interval: How often the email is to be sent (such as once a week).

Once email has been scheduled for a supply alert report, an email message is sent with the list of cartridges that have a level below the specified threshold for the selected period.



NOTE: You can also modify the ink level thresholds for a specific printer, from the **Device details > Supplies**, within the **Thresholds** section (bottom of the page). In this case, the Supply alerts reports will include those cartridges with a threshold higher than the one specified in the Report settings.

6 Additional info

Learn more about HP Partner Link services at <https://partnerlink.hpuda.com>.

A Supported devices

This is the list of devices supported by the current release of HP Partner Link Pay-per-use. See the Web Service FAQ for the most up-to-date list. You are recommended to use the latest firmware version for all devices. For more information, consult the FAQ.

'DC' indicates that the printer is supported by Direct Connection.

Full name	DC
HP DesignJet T7100 and T7200 series	
HP DesignJet T920, T1500, and T2500 series	
HP DesignJet T930, T1530, and T2530 series	
HP DesignJet T3500 series	DC
HP DesignJet Z6200 series	
HP DesignJet Z6600 and Z6800 series	
HP PageWide XL 8000 series	DC
HP PageWide XL 5000 series	DC
HP PageWide XL 4500 series	DC
HP PageWide XL 4000 series	DC