



Pcounter for HP

**Pcounter Embedded for Hewlett Packard
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**A.N.D. Technologies
4104 24th Street #627
San Francisco, CA 94114
USA**

**E-Mail: support@pcounter.com
Web: <http://www.pcounter.com>
Phone: (415) 701-9222
Fax: (415) 651-9000**

Pcounter for HP Install Guide

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The Goal

The goal of this document is to provide an overview of the basic concepts of *Pcounter Embedded for Hewlett Packard*. The document presents step-by-step instructions for installing and configuring *Pcounter for HP* for use with your Hewlett Packard MFP.

Common Challenges

- 1) Determine the *Pcounter for HP* configuration that best suits the needs of your environment.
- 2) Install the Pcounter Libraries and set Pcounter policy on the Hewlett Packard MFP.
- 3) Successfully install and enable a network card reader for swipe card or proximity card authentication at the MFP

How to use this guide

This guide walks you through the setup of *Pcounter for HP* to track all the functions of a Hewlett Packard MFP (including printing, copying, scanning, and faxing); and, optionally, to enable secure authentication for users at the MFP.

The guide should be used in combination with the model-specific document that contains all of the model specific screenshots of both the front panel UI and Web UI.

Planning

What is *Pcounter for HP*?

Pcounter for HP is software that interfaces directly with the embedded operating system of the Hewlett Packard MFP, in partnership with the standard Pcounter application. It can provide a point of access control (Authentication), the ability to log job based data for copy, scan, and fax (page tracking), and the ability to assign page quotas or currency balances to users, debiting them for individual jobs (Accounting). (The standard Pcounter application is used to perform these functions for print job tracking.) All job activity for tracked MFPs is logged and accessible for report generation.

Authentication

The software provides a point of authentication to gain access to all of the resources of the Hewlett Packard MFP. For print jobs, users may authenticate at their workstations through the basic Pcounter software and send print jobs through to the MFP for direct pickup, or print jobs may be held in the queue for walk-up authentication and print release at the MFP.

For copy, scan, and outbound fax jobs, the MFP can be locked down until users walk up and authenticate in front of the machine. Users are prompted to authenticate by entering user account/password credentials and/or a client code or numerical ID.

System Requirements

Pcounter for HP is supported on the following Hewlett Packard MFPs:

INSTRUCTIONS: All products that display to the right of the group number belong to that group.

GROUP	SUPPORTED PRODUCTS			
10	LaserJet 9050 MFP	LaserJet 9040 MFP	LaserJet 9500MFP	LaserJet 4345 MFP
	Digital Sender 9200c	Color LaserJet 4730 MFP		
20	LaserJet M5035 MFP	LaserJet M3035 MFP	LaserJet M4345 MFP	Digital Sender 9250c
	Color LaserJet CM4730 MFP	LaserJet M9050 MFP	LaserJet M9040 MFP	LaserJet M4349 MFP
	LaserJet M3059 MFP	LaserJet M5039 MFP	LaserJet M9059 MFP	
30	Color LaserJet CM6030 MFP	Color LaserJet CM6040 MFP	Color LaserJet CM6049 MFP	
40	Color LaserJet CM3530 MFP			

The *Pcounter for HP* server software can be installed on *Windows 2000 Server* or any later Windows “business” operating system. (Windows “Home” products that lack domain support are not recommended.) To configure options for the MFP, Internet Explorer version 7.0 or higher is required.

The standard Pcounter software (version 2.55 or later) must be installed server and ready to use on the Windows print server before installing and configuring the Pcounter for HP embedded management software on the server.

For more detailed information about *Pcounter* installation and administration please refer to the *Pcounter Setup Guide* and the *Pcounter Documentation* PDFs. These are installed with the standard product in the *Pcounter for Windows* program group on the print server.

Pcounter for Windows can be downloaded from <http://www.pcounter.com>. The *Pcounter for HP Embedded* software is available in the download area of <http://www.pcounter.com/pro>.

Implementation

There are six main steps to complete the *Pcounter for HP* installation.

- 1) Prepare the *Pcounter* Print Server
- 2) Install and configure *Pcounter* for print job tracking
- 3) Install *Pcounter for HP* on the *Pcounter* print server.
- 4) Install and start the *Pcounter for HP* gateway service
- 5) Configure *Pcounter for HP* for Print, Copy, Scan, and Fax Tracking.
- 6) Configure the MFP by uploading Java packages to it from the server.

Detailed installation and configuration instructions begin on the next page.

[Setup begin here](#)

1) Prepare the Pcounter Print Server

It is recommended that the Print Server be set up to run under a Windows Server operating system. The individual MFPs that will be tracked by Pcounter should be installed as local printer objects in the standard way and shared for access by workstation users.

2) Install and configure Pcounter for print job tracking

After Pcounter is installed and registered, the Hewlett Packard MFPs that you wish to track should be migrated into Pcounter on the print server. (For details, refer to *the Pcounter for Windows Setup Guide*, installed on the Pcounter Server in the *Pcounter for Windows Program Group*.)

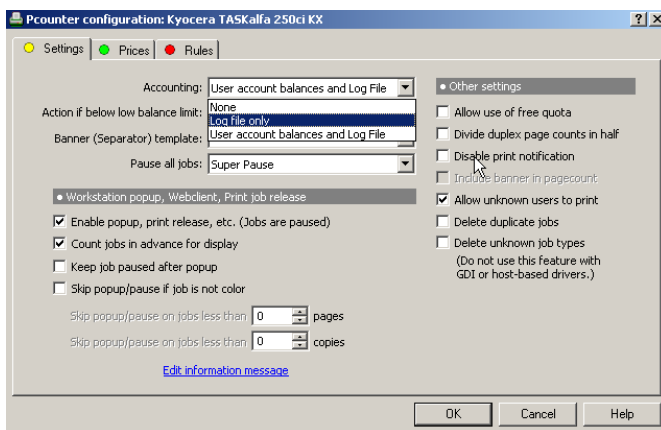
Printer Setup

After your printer(s) have been migrated into Pcounter you must decide:

- Whether users will have account balances debited for print, copy, scan and fax jobs, or whether the jobs will simply be tracked and logged.
- Whether print jobs will be held at the MFP for walk-up release or whether users will be able to print and release jobs simply by authenticating at their workstations.

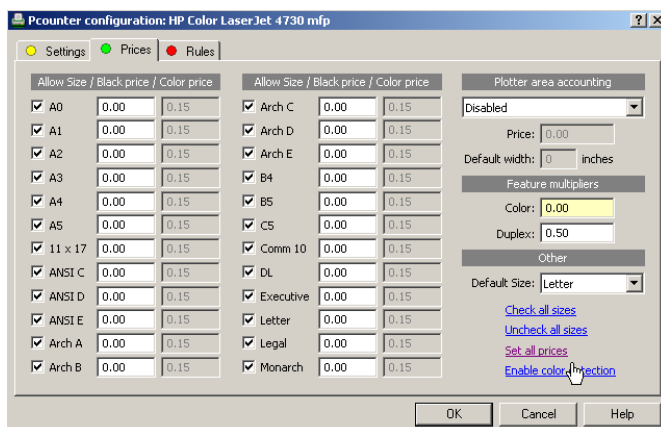
After your MFPs are migrated into Pcounter, open Pcontrol, locate your print server in the Network View and expand the view to show the installed devices. Right-click on the first MFP and choose Pcounter→Configuration.

Settings Tab



- a) If print jobs will be tracked without debiting users, set *Accounting* to **Log file only**.
- b) If users will be debited for print jobs, set *Accounting* to **User account balances and Log file**.
- c) Place a checkmark next to **Enable popup, print release, etc.** This will also automatically place a checkmark next to **Count jobs in advance for display** and ensures that print jobs are held in the queue until a user authenticates at a workstation or at the MFP panel.

Prices Tab



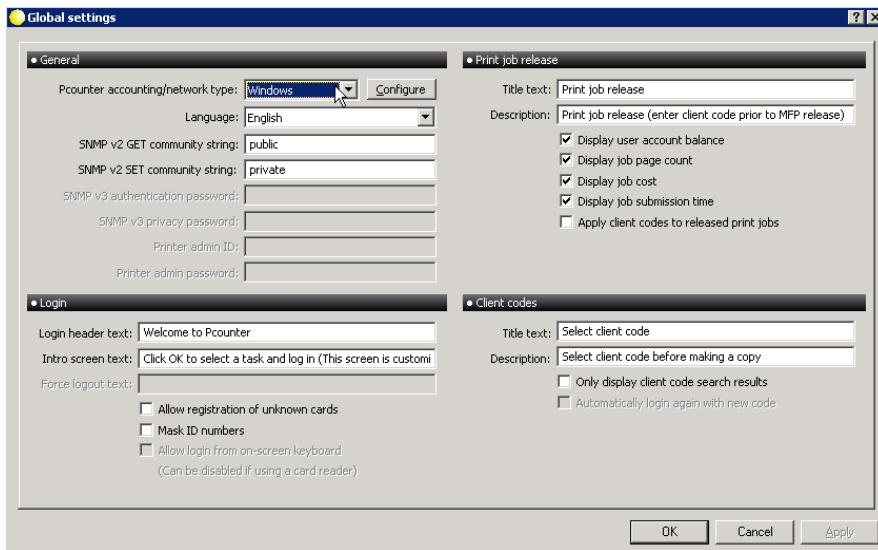
- d) Go to the *Prices* tab.
- e) If you wish Pcounter to track color jobs separately from black and white jobs on a color printer, click on *Enable color detection*.
- f) Click on *Set all prices*. Set the **Black price** and the **Color price** (if color detection has been enabled), and click OK.
- g) Click OK to accept changes. ****A warning will be presented asking you to restart the *Printer Control service*. Simply answer Yes.**

3) Install Pcounter for HP (Windows and Netware Instructions)

Windows

Make sure you are logged on as Administrator or equivalent on the Pcounter print server.

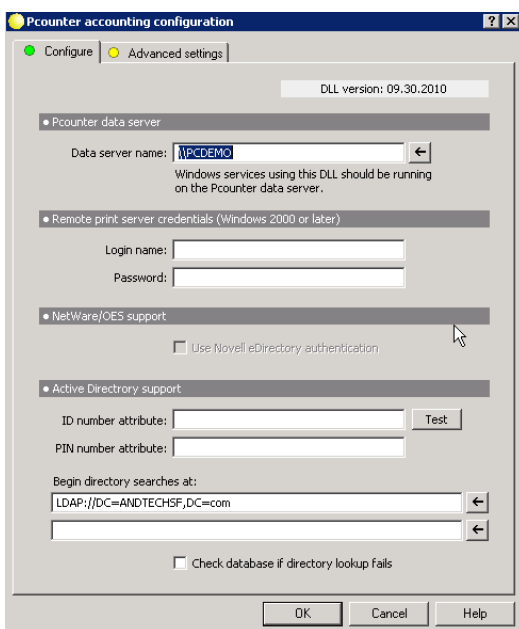
- Download the *Pcounter for HP* Setup package from <http://www.pcounter.com/pro>. Extract and run Setup.exe
- Click Next and click Yes to accept the license agreement.
- Accept the default installation directory or click Browse to choose another location.
- Review Current Settings and click Next to begin copying files.
- After Setup has completed, launch the *Pcounter for HP* application.



- The *Global Settings* tab should be open. If you are running under Windows, choose Windows in the Pcounter accounting/network type field.

Note: The header and description text for the **Login**, **Print Job Release**, and **Client Code** options that will appear on the MFP are customizable. The text you enter in these fields will appear in the icon prompts that are displayed on the MFP screen.

Windows Accounting Configuration



- On the *Pcounter accounting configuration* screen, enter the name of the Pcounter data server, or browse for it using the arrow button to the right of the **Data Server** name field.
- Remote print server credentials are only required if *Pcounter for HP* will be managing print queues on servers other than the one that hosts the Hewlett Packard Gateway. If print server credentials are implemented, the specified user account must have Backup Operator privileges for all remote print queues that will be managed.)

Click OK to close the *Pcounter accounting configuration* screen.

Netware

To run *Pcounter for HP* with a Netware server you must load the software on a Windows machine where the Novell Client is installed and NDPS support is enabled in the client. Make sure that you are logged in as Admin (or equivalent) and perform the following steps.

Create the Pcounter for HP gateway user account.

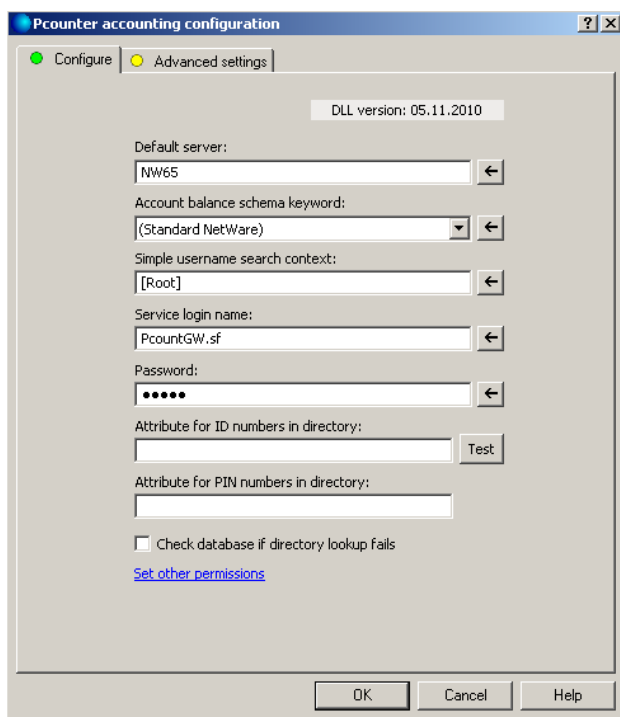
This account will be used by the *Pcounter for HP* gateway to authenticate all users to the system and track usage on your MFPs. In NWAdmin or Console One, create a user object that has the following rights to the NDS Tree, and File System.

- Read/Write Inheritable permissions to the contexts where all your user objects are.
- Read/Write/Erased/Modify/Files scan permissions to Sys:Public on each server that host NDPS
- Read/Write permissions to the SYS:SYSTEM\PCOUNTER folder.

After the *Pcounter for HP* gateway user account is created and assigned rights you can configure the Pcounter accounting/network type for Netware.

Choose **Netware** as the accounting type and click the **Configure** button.

Netware accounting configuration



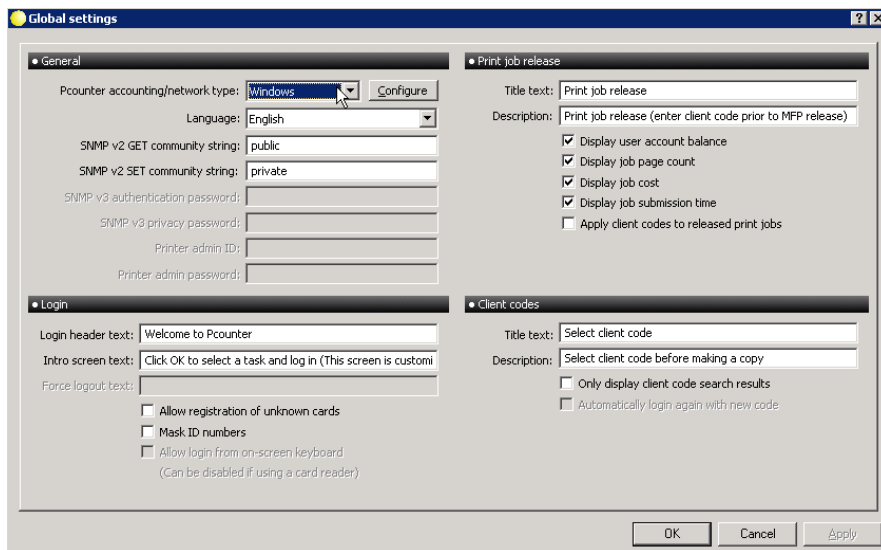
- Default server* is the server where the NDPS manger is being hosted. If you are using a cluster you would want to reference the Virtual cluster name.
- Account balance schema keyword*: This setting should be set to **(Standard NetWare)** unless Pcounter has been previously configured to use a custom schema extension to store user account balances. If account balances are not being used, then this setting can be ignored. Press the button next to this field to grant attribute rights to the gateway service user account, so that account balances can be modified.
- Simple username search context*: When usernames are recorded with a simple username instead of a fully qualified NDS name (ie. "john" instead of "john.users.org"), Pcounter can search the tree for the first match to the simple username.

Searches can be specified to start from a specific container in order to reduce search time and overhead.

- Service login name*: select the NDS *Pcounter for HP* gateway user created by using the arrow on the right side of the field to browse the context for this user.
- Password*: enter the password that was set for this user.

Click **OK** to complete the Pcounter accounting configuration. (No reboot is required.)

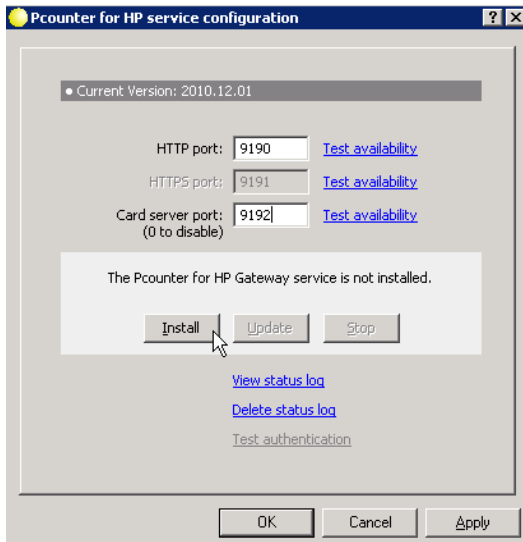
Configuring Other Global Settings



1. The *SNMP* section on the *Global Settings* tab permits you to add custom SNMP v. 2 community strings.
2. The *General* section of the *Global Settings* screen permits you to choose a default language for *Pcounter for HP* and customize the text that will appear on headers in the MFP panel display.
3. The *Applications* section also contains a series of checkboxes to further customize *Pcounter for HP* performance:
 - Allow registration of unknown cards [Login]
 - Display user account balance [Print]
 - Display job page count [Print]
 - Display job cost [Print]
 - Display job submission time [Print]
 - Apply client codes to released print jobs [Print] If this option is checkmarked, client codes selected at the MFP panel will be applied to released print jobs.
 - Only display client code search results [Client Code]. For security purposes or to speed up performance, the display of client codes can be limited to the results of specific searches.

4) Install the Pcounter for HP Gateway service

Choose the *Gateway service* option on the main menu of Pcounter for HP. On the HP service configuration screen specify an unused port for HTTP communication with the MFP and a default Card Server port. (The defaults to use are Port 9190 and Port 9192 for the cardserver.) Click the **Install** button to install the Hewlett Packard *Gateway service*.

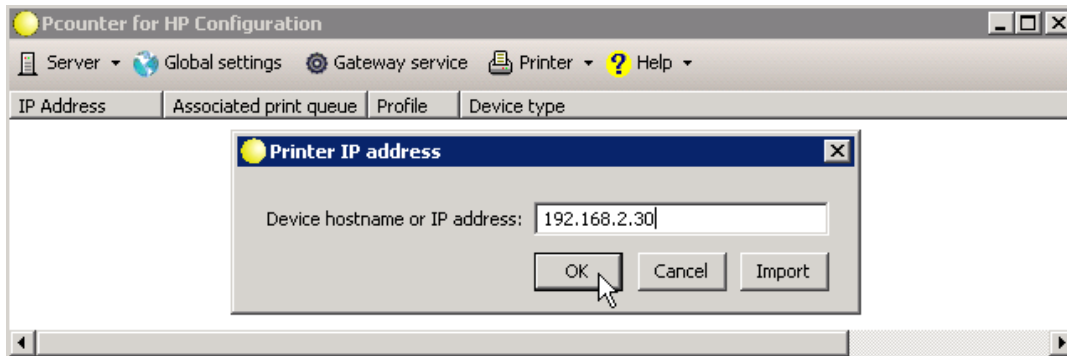


After the service has been installed, click the **Start** button, then click **OK** to close the **Service Configuration** screen.

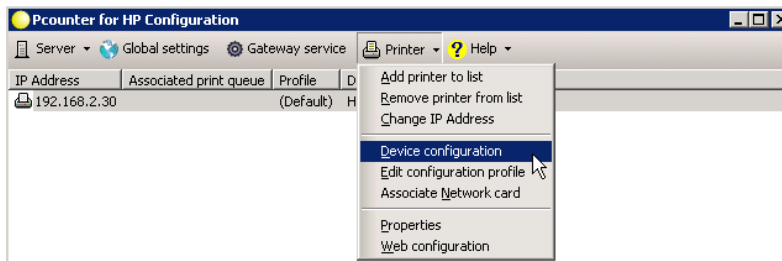
5) Configure Pcounter for HP

Adding a Printer

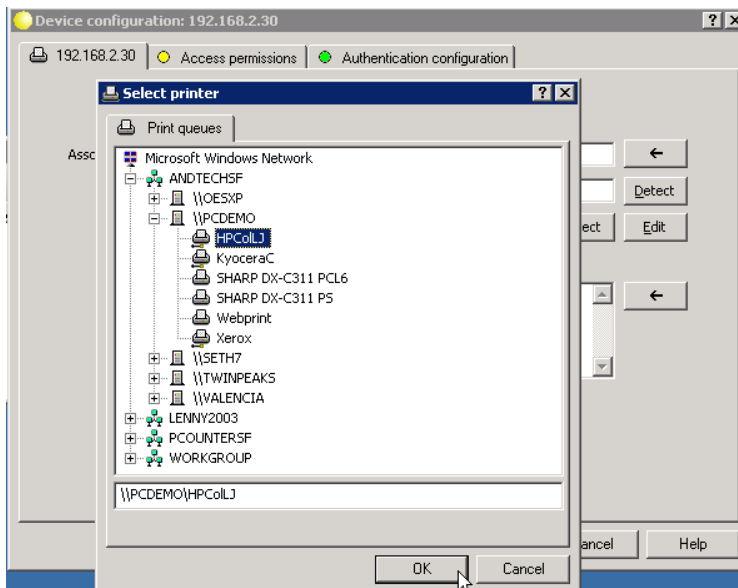
1. In *Pcounter for HP*, choose **Printer→Add Printer to list** from the Toolbar menu. Enter the IP address for the Hewlett Packard MFP and click **OK**.



2. Right-click on the MFP you just added and choose **Device Configuration** from the popup menu.

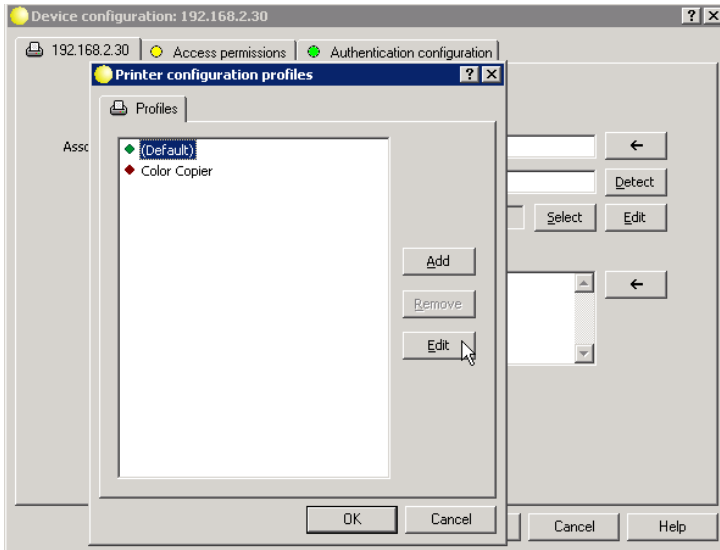


3. On the first **Device Configuration** tab (showing the MFP's IP address), click the arrow next to *Associate with Print Queue*, choose the print queue for this device and click **OK**.

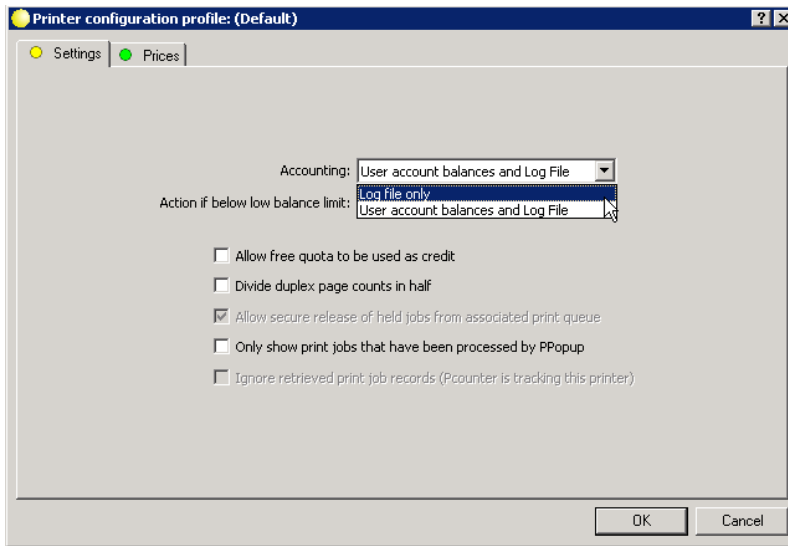


4. A Device Profile must be associated with this MFP to specify whether user accounts will be debited and to assign prices to copy/scan/fax jobs. Click the **Select** button on the first tab of the **Device Configuration**

window. Highlight an existing Device Profile in the *Printer configuration profiles* list and click **Edit**. (Or click **Add** to create a new profile.)



Settings Tab

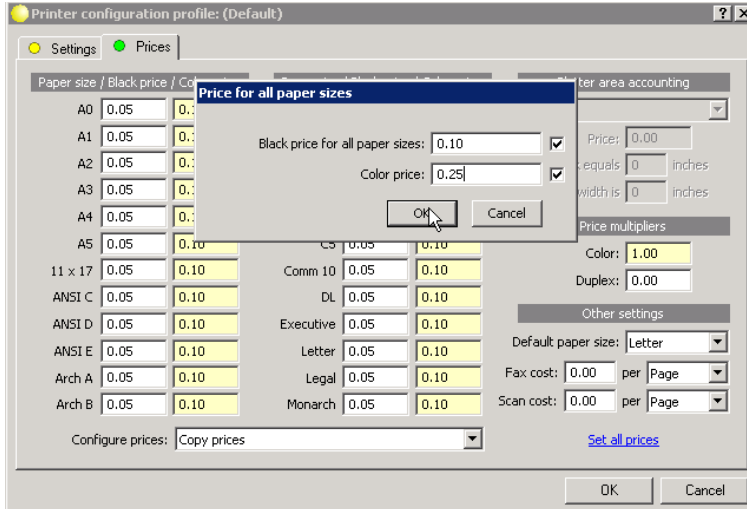


- a) If copy jobs, scans, and faxes will be tracked without debiting users, set *Accounting* to **Log file only**.
- b) If users will be debited for copy jobs, scans, and faxes, set *Accounting* to **User account balances and Log File**.
- c) Click on the *Prices* tab to set prices for copy/scan/fax jobs.

Additional Settings Tab Options

- **Allow free quota to be used as credit:** checkmark this option to allow free quotas assigned in **Pcounter Administrator** to be debited before debiting a user's regular account balance.
- **Divide duplex page counts in half:** checkmark this option to have Pcounter divide the reported page count in half for submitted duplex print jobs.
- **Only show print jobs that have been processed by PPopup:** checkmark this option to display only print jobs that have been processed by Ppopup on the Hewlett Packard panel.

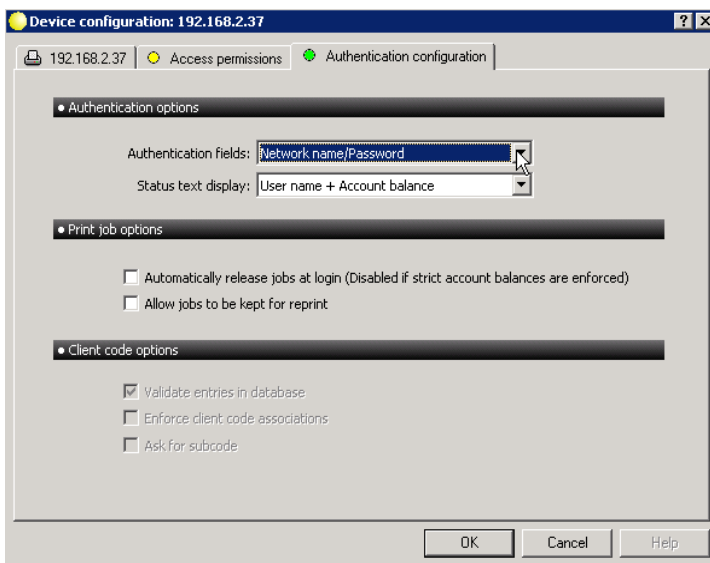
Prices Tab



- a) On the *Prices* tab, click on *Set all prices*. Set the **Black price** and the **Color price** (if color detection has been enabled), and click OK.

Login/Authentication Configuration

On the main **Device Configuration** screen, click on the *Authentication configuration* tab
Authentication configuration Tab.



- a) Under *Authentication fields*, select the method for users to authenticate at the MFP panel.
- b) The status header at the MFP can be configured to display a user name, the user name and account balance, or the selected client code. Select the desired header display next to *Status text display*:

Descriptions of each authentication option are provided below:

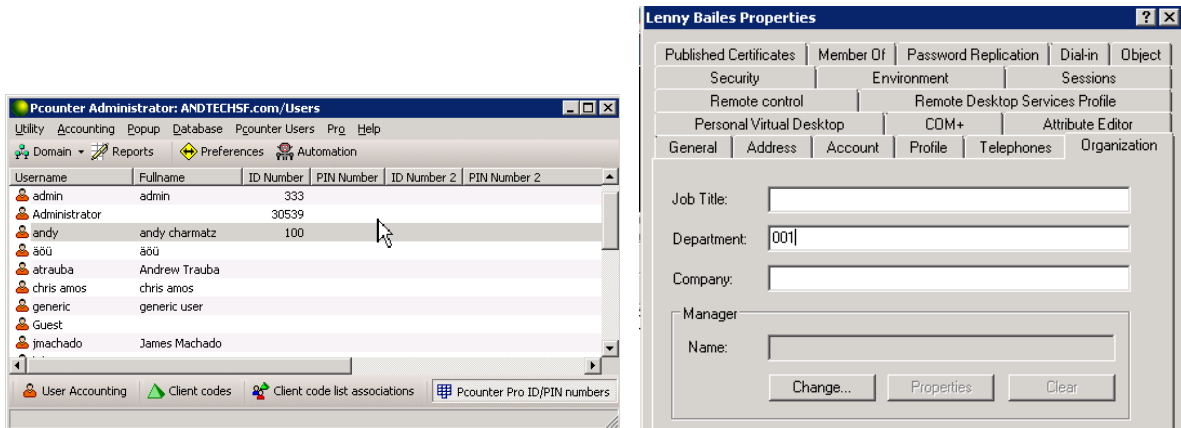
Authentication Options

- **Network name:** prompts for entry of a valid ADS, LDAP, or Pcounter User username
- **ID number:** prompts for entry of a valid numerical ID associated with a user account
- **Client code:** prompts for entry of a client code (see Client code options, below)
- **Network name/Password:** prompts for entry of a valid ADS, LDAP, or Pcounter User username and password
- **Network name/Client code:** prompts for entry of a valid ADS, LDAP, or Pcounter User username and a client code
- **ID number/PIN number:** prompts for entry of a valid numerical ID and PIN associated with a user account
- **ID number/Client code:** prompts for entry of a valid numerical ID associated with a user account and a client code
- **Network name/Password/Client code:** prompts for entry of a valid ADS, LDAP, or Pcounter User username and password, plus a Client code
- **ID number/PIN number/Client code:** prompts for entry of a valid numerical ID and PIN associated with a user account, plus a Client code.

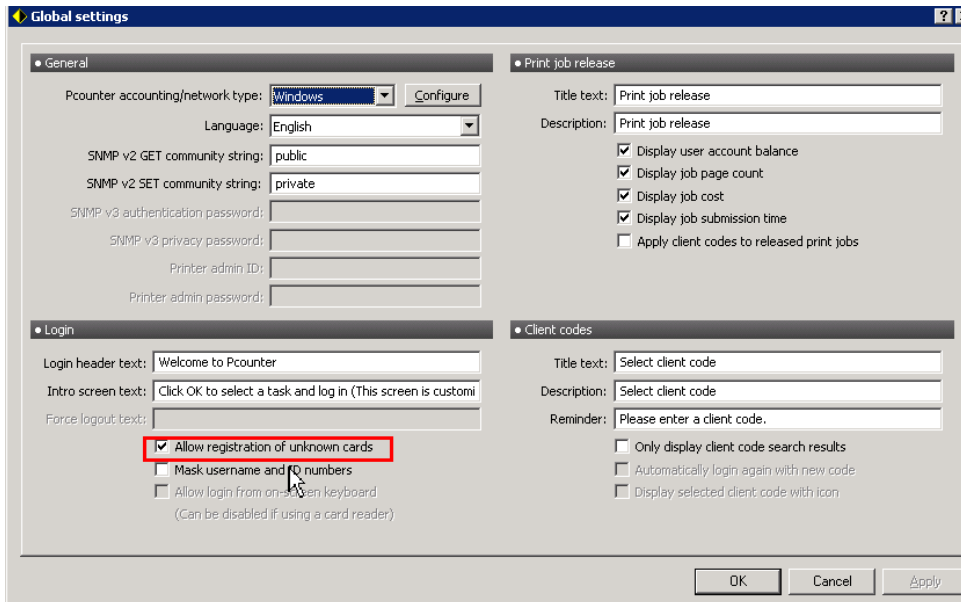
Logging in with a Network Name or UserID

With an appropriate authentication type selected (*Network Name, Network name/Password, Network name/Client code, Network name/Password/Client code, ID number, or ID number/Client code*), users authenticate at the MFP panel by entering user credentials into the login box or by presenting a card in a network card reader.

For authentication through a card reader, numerical IDs must be associated with user accounts—either in Pcounter Administrator or through a designated schema field in Active Directory or Netware.



Note: with a cardreader installed, Pcounter for HP can be set to automatically assign unregistered CardIDs to specified user accounts: On the Global settings tab of the Pcounter for HP configuration program, checkmark *Allow registration of unknown cards*.



When the user presents an unregistered card, the embedded login prompt at the machine will ask for a username and password to be associated with the CardID.

Note: For instructions on installing a network card reader, see the *Appendices* section of this document.

Logging in with Client code (only)

The authentication type at the MFP can also be set to *Client code (only)*. In this case, users will be requested to enter a client code at the panel of the machine to gain access to copy/scan/fax functions. It will not be necessary for the user to authenticate with account credentials or numerical UserID.

Note: If the *Client code (only)* authentication option is selected, walk-up release of print jobs at the MFP panel is not available, since the embedded management will not track the owner of the print job. Instead, users can submit print jobs from their workstations, pick them up directly in the tray of the MFP, and the basic Pcounter software will track the jobs and job owners. (See the *Pcounter Setup Guide* PDF installed in the Pcounter for Windows startup group for more details.)

Print job options

- **Automatically release jobs at login:** releases pending print jobs for a user when user login at the MFP is authenticated. Note that this option will not work when *Accounting* is set to **User Account Balances and Log File** in the Printer Profile settings.
- **Allow jobs to be kept for reprint:** after initial printing, jobs will remain in the print queue to be reprinted.

Client code options

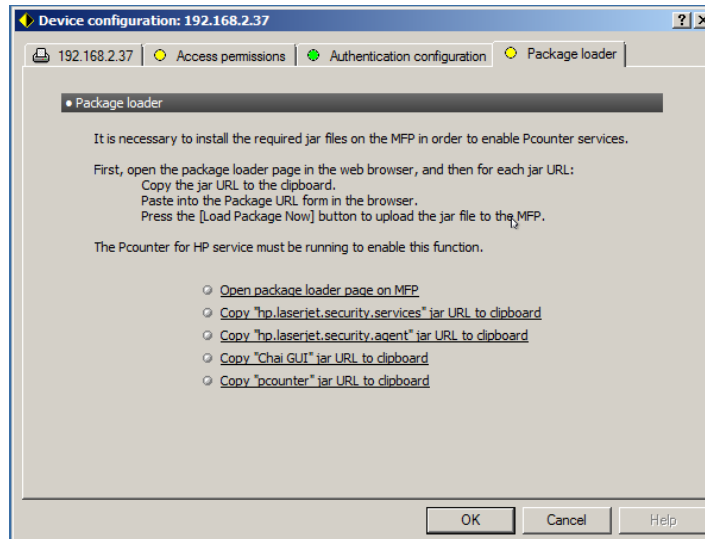
- **Validate entries in database:** limits Client code and subcode entry to items set up by Admin in Pcounter Administrator.
- **Enforce Client code associations:** Only allow Client codes to be entered by those users for whom the administrator has assigned the codes
- **Ask for subcode:** Request that subcode (matter number) be entered along with Client Code at login.

6) Configure the MFP

Internet Explorer **version 7 or 8 is required** in order to install the appropriate HP libraries and Pcounter Embedded package files on your HP MFP. (*IE v.6 and/or other web browsers are not supported for this operation.*)

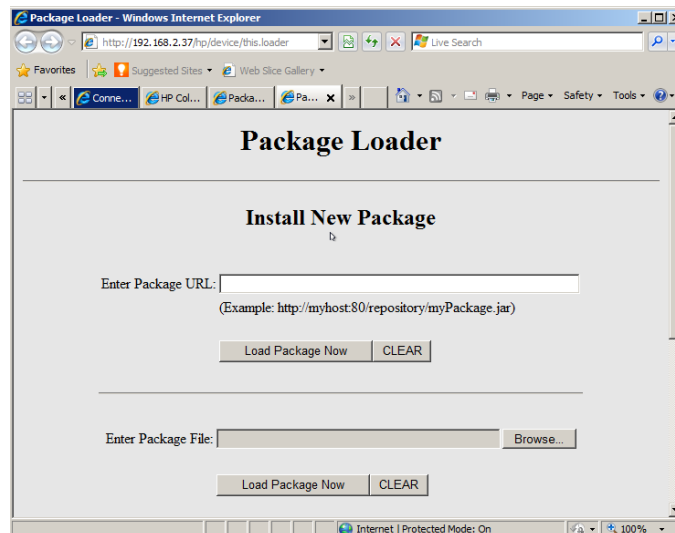
Load Appropriate HP Library Packages

1. Select and right-click the HP MFP in the main window of the Pcounter for HP Configuration program. Choose Device Configuration from the popup menu and, on the Device Configuration screen, click the Package Loader tab.



2. After clicking the Package Loader page link, Internet Explorer v. 7 or 8 should open to the following configuration page on your MFP: http://printer_ip_address/hp/device/this.loader.

You may be prompted to enter an administrative username and password, after which you should see the following screen in the browser window:



- The four package links shown on the *Package Loader* tab in the *Pcounter for HP Configuration* program must be **sequentially** copied and uploaded to the MFP from the **Enter Package URL** field on the MFP *Package Loader* page.

Click the URL link for *HP Laserjet Security Service* in the *Pcounter for HP* window and copy it to the **Enter Package URL** field on the MFP *Package Loader* page. Then click the **Load Package Now** button.

You should see a status message reporting that the package has been loaded successfully:

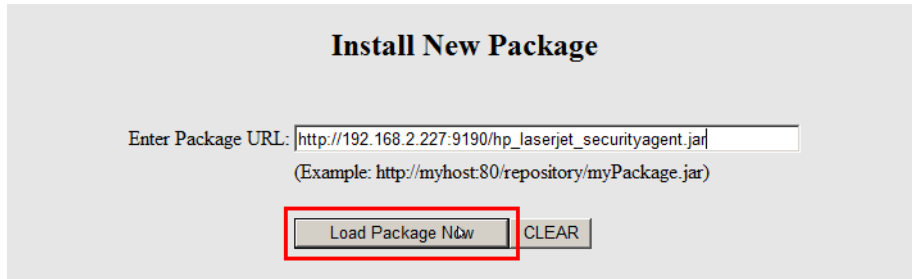
If the package has been loaded successfully, click the **Loader Home** link to return to the Package Loader page in the MFP web configuration settings.

Note: If the Java package does not load correctly, then you will see an error message in the browser window. The most common causes of error are a) selection of an incorrect package file or b) attempting the install with an unsupported web browser.

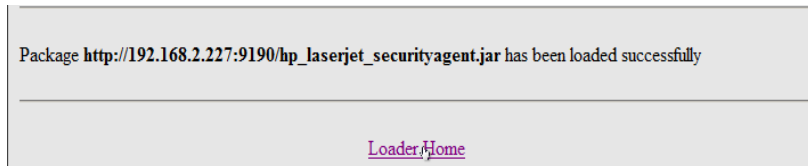
Do not proceed further with the installation until the Security Services library is successfully loaded. After successful installation of the *HP Security Services*, the *Install New Package* page should now display a **Reloadable Packages** section. The Security Services library should be visible under **Reloadable Packages**, with package name: **hp.laserjet.security.services** and package URN: **urn:hp:laserjet:security:services**.

Package Name	Package URN	Select
hp.laserjet.security.services	urn:hp:laserjet:security:services	<input type="checkbox"/>

- On the *Package loader* tab in the *Pcounter for HP Configuration program*, click the URL for the (second) *HP Laserjet Security Agent* package. Paste the link into the **Enter Package URL** field in the *MFP Package Loader* page and click the **Load Package Now** button.



You should, again, see a status message reporting that the second HP package has been loaded successfully:



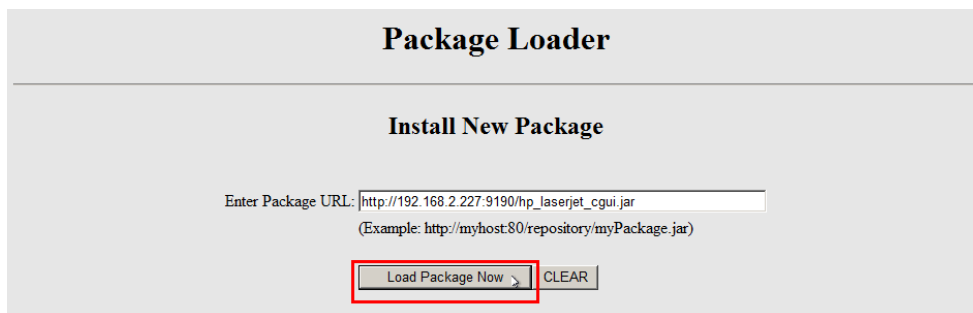
If the package has been loaded successfully, click the **Loader Home** button to return to the *Package Loader* page.

Note: If the Java package does not load correctly, then you will get an error message. This is usually caused by selecting an incorrect package file or using an unsupported web browser.

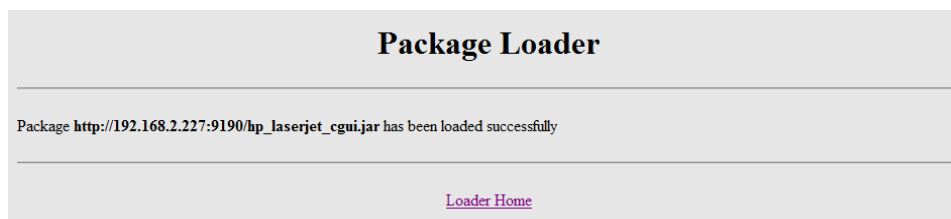
Do not proceed further with the installation until the Security Agent library is loaded

The **Reloadable Packages** section at the bottom of the *Install New Package* webpage should now show the Security Agent library (with the package name **hp.laserjet.security.agent** and package URN *urn:hp:laserjet:security:agent*) as well as the **hp.laserjet.securityservices** package.

- Copy the URL for the third (*HP_laserjet_cgui*) package to the **Enter Package URL** field in the *MFP Package Loader* page and click the **Load Package Now** button



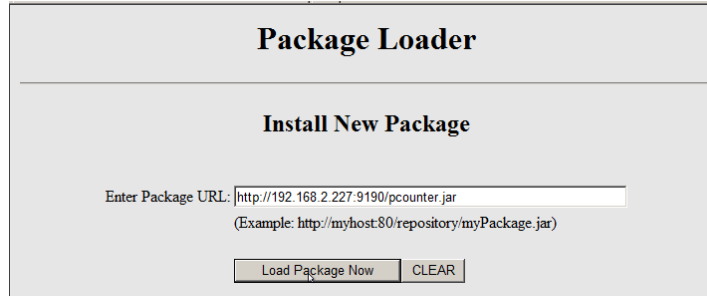
Verify that the CGUI package has been loaded successfully. Again, click the **Loader Home** link on the status message page to return to the *MFP Package Loader* page.



If the file does not load correctly you will get an error message. This is usually caused by selecting an incorrect package file or using an unsupported web browser.

Do not proceed further with the installation until the CGUI library is loaded.

6. Copy the URL for the fourth (*Pcounter*) package to the **Enter Package URL** field in the *MFP Package Loader* page and click the **Load Package Now** button.

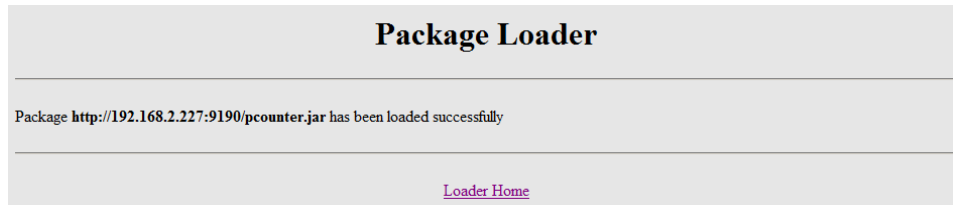


Package Loader

Install New Package

Enter Package URL:
(Example: http://myhost:80/repository/myPackage.jar)

Verify that the *Pcounter* jar package has been loaded successfully. If the package has been loaded successfully, click the **Loader Home** link on the status message page to return to the *MFP Package Loader* page.



Package Loader

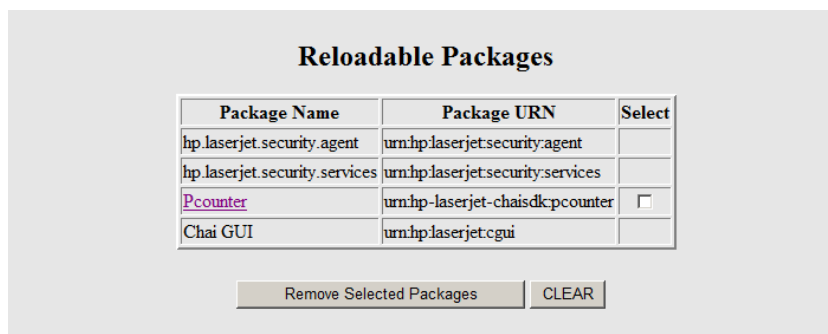
Package <http://192.168.2.227:9190/pcounter.jar> has been loaded successfully

[Loader Home](#)

If the file does not load correctly you will get an error message. This is usually caused by selecting an incorrect package file or using an unsupported web browser. *Do not proceed further with the installation until the Login package is loaded*

7. At the bottom of the *MFP Package Loader* page, you should see a section called *Reloadable Packages* which reports a summary of the status of packages uploaded to the MFP.

The **Reloadable Packages** section at the bottom of the the *Install New Package* webpage should now show the **Pcounter** login module as a clickable link with the package URN: **urn:hp-laserjet-chaisdk:pcounter**. The **Chai GUI** library should have the package URN: **urn:hp:laserjet:cgui**; the **hp.laserjet.security.agent** package should show the package URN: **urn:hp:laserjet:security:agent**; and the **hp.laserjet.securityservices** package should show the package URN: **urn:hp:laserjet:security:services**.



Reloadable Packages

Package Name	Package URN	Select
hp.laserjet.security.agent	urn:hp:laserjet:security:agent	<input type="checkbox"/>
hp.laserjet.security.services	urn:hp:laserjet:security:services	<input type="checkbox"/>
Pcounter	urn:hp-laserjet-chaisdk:pcounter	<input type="checkbox"/>
Chai GUI	urn:hp:laserjet:cgui	<input type="checkbox"/>

To load the Pcounter embedded application do the following:

8. In the Reloadable Packages section of the MFP Package Loader screen, click the link for the installed Pcounter package.

Reloadable Packages		
Package Name	Package URN	Select
hp.laserjet.security.agent	urn:hp:laserjet:security:agent	<input type="checkbox"/>
hp.laserjet.security.services	urn:hp:laserjet:security:services	<input type="checkbox"/>
Pcounter	urn:hp-laserjet-chaisdk:pcounter	<input type="checkbox"/>
Chai GUI	urn:hp:laserjet:cgui	<input type="checkbox"/>

- a) Click on the application name. This will take you to the [Pcounter Login](#) configuration page.
- b) Find the section near the top of the page titled "Configure device to use Pcounter for HP"
- c) Enter the "IP v4 address" of the computer hosting the *Pcounter for HP* service gateway.
- d) Enter the "Port Number" of the HP service gateway. (The default is 9190.)+
- e) Click the "Configure" button.

Shown below is the screen you will see for configuration of the Pcounter Login embedded module.

Pcounter

Configure device to use Pcounter for HP

IP Address:

Port Number:

- f) If configuration is successful, the application will connect to the HP service gateway. You will see a web page status report like the one shown below:

Pcounter

Configured to: 192.168.2.227:9190

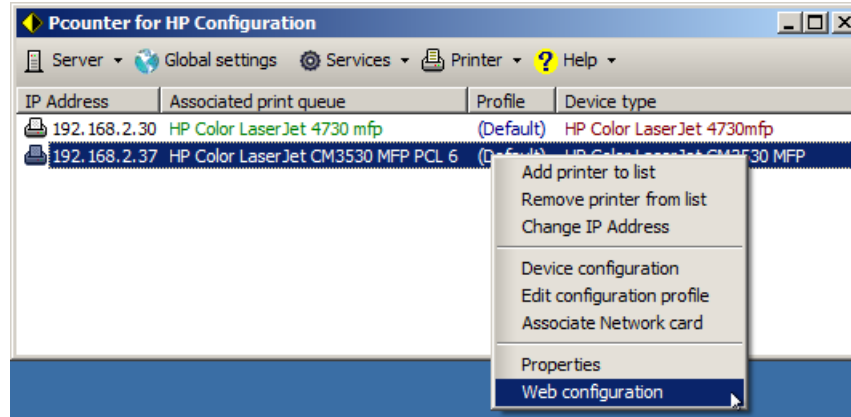
The "configured to" IP address and port should be the ones you specified in the **Configure device to use Pcounter for HP** section.

NOTE: If you are unable to successfully the four Pcounter modules from the Package URL loader, it is also possible to load them directly from disk. See the *Appendices* section of this document for details.

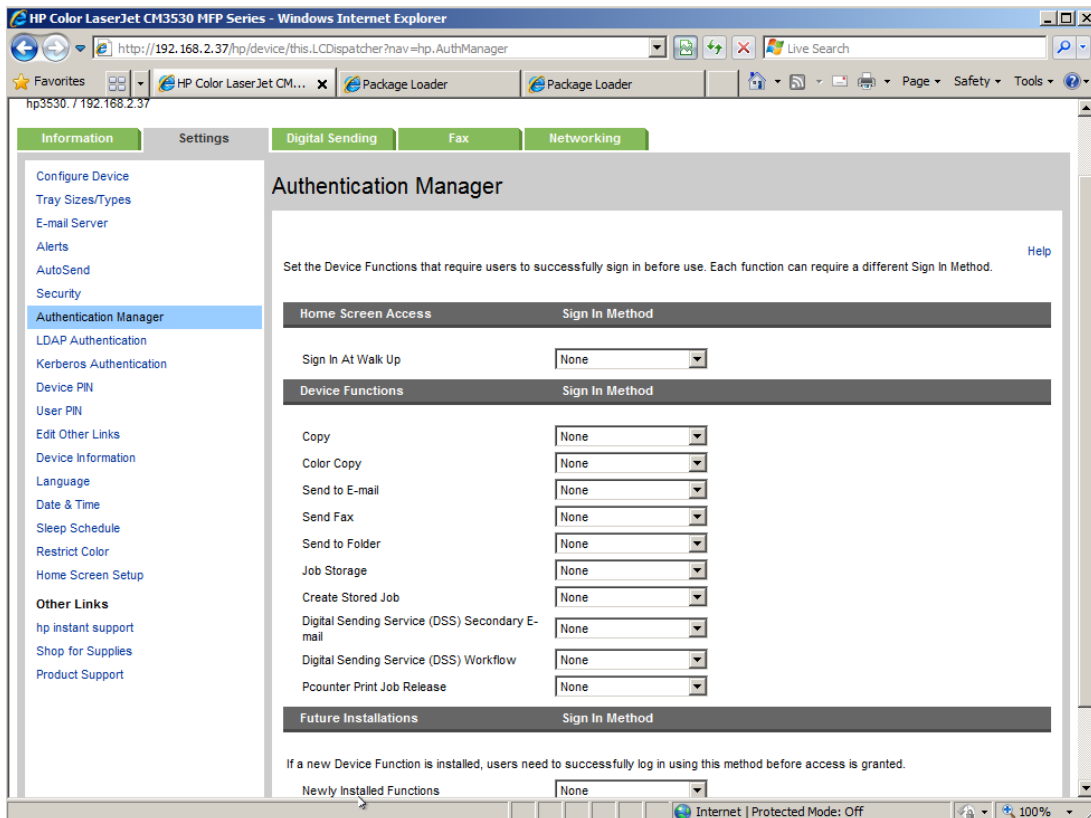
Configure HP Device Access functions

Once the Pcounter Embedded applications have been installed on the MFP, Device Access functions are configured through the *HP Authentication Manager*.

1. In the main window of the *Pcounter for HP* management application, right-click the installed MFP that you wish to configure and choose *Web configuration* from the popup menu.

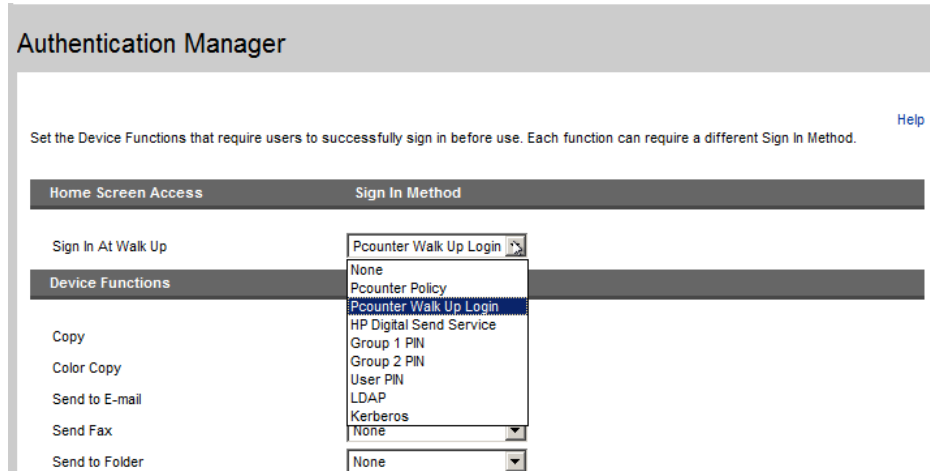


2. You may be prompted to enter an administrative username and password. Once logged in, click the *Settings* tab and choose *Authentication Manager* from the list of options on the left side of the menu.



You may also access this page by logging into the following configuration page on your MFP:
<http://ip address/hp/device/this.LCDispatcher?nav=hp.AuthManager>
where ***ip address*** is the ip address of your MFP.

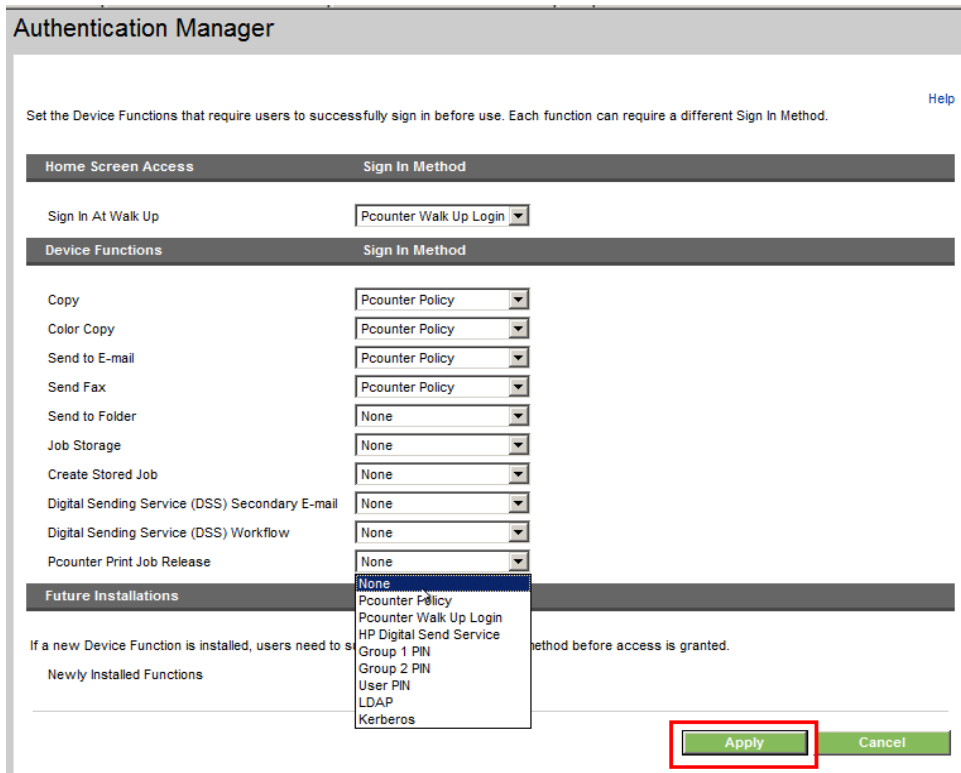
- Set the menu option for *Sign In (or Log In) At Walk Up* to **Pcounter Walk Up Login**.



Note: It is important that the *Sign In/Log In at Walk Up option* be set to **Pcounter Walkup Login**. Without this configuration option, the *Pcounter Welcome Screen* will not appear at the MFP panel, and users accessing the MFP functions will never be logged out!

- For all Device Log In Method settings that you wish to lock down at the MFP, set the Log In Method menu option **to Pcounter Policy Agent**. For options at the MFP that you wish to remain open, leave the Log In Method set to **None**.

In the example below, Pcounter Print Job Release is set to **None**; the administrator wishes to track print jobs through the standard Pcounter application, rather than forcing users to log in at the MFP to release print jobs. If walk-up print release is desired, the setting for Pcounter Print Job Release would be switched to **Pcounter Policy**.



- Click "Apply" on the bottom of the page to save the Authorization Manager settings.

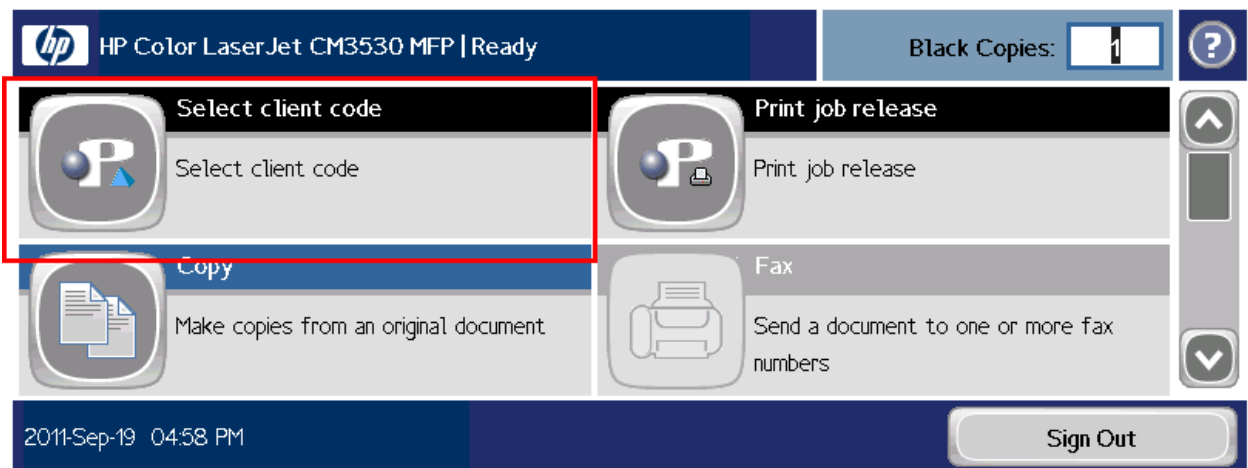
Enabling client code entry at the MFP

Pcounter for HP provides two mechanisms for users to assign a client code (or client code/subcode) to jobs submitted from (or released at) the MFP panel.

The first mechanism: Code entry can be required as part of the authentication process. This is done by choosing an appropriate authentication type (one that includes Client Code) on the *Device Configuration* screen of the *Pcounter for HP Configuration* application. (Refer to page 12 of this manual for details.)

If you choose code entry as part of the authentication process, users will be prompted to key in a client code/subcode as part of the authentication process. Users will not see a list of codes and descriptions, but must key in a known code to gain access to the *HP home* screen.

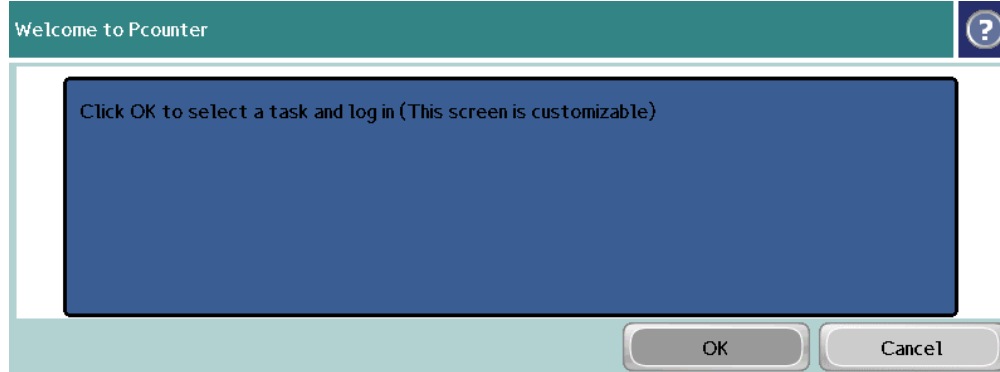
The second mechanism: Whether or not you choose an MFP authentication type that requires manual client code entry, users may choose an *optional* client code from a pick list by touching the **Select client code** button. The **Select client code** button appears on the *HP home* screen **after** authentication is completed. If you have also required client code entry in the Authentication type, the user may modify the client code entered during authentication through the **Select client code** pick list option.



Note: the **Select client code** application, which normally appears on the *HP home* screen after authentication, can be removed from the display. See the *Appendices* section of this document for instructions on how to do this.

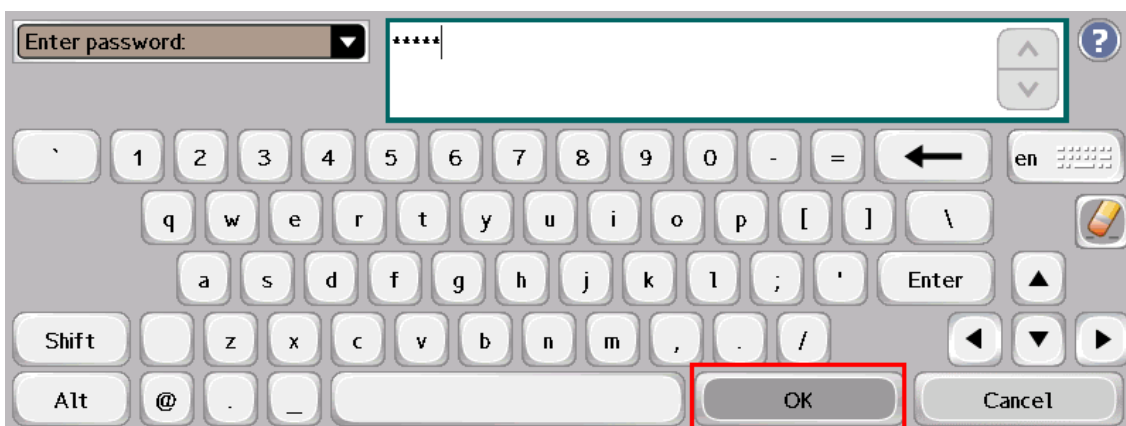
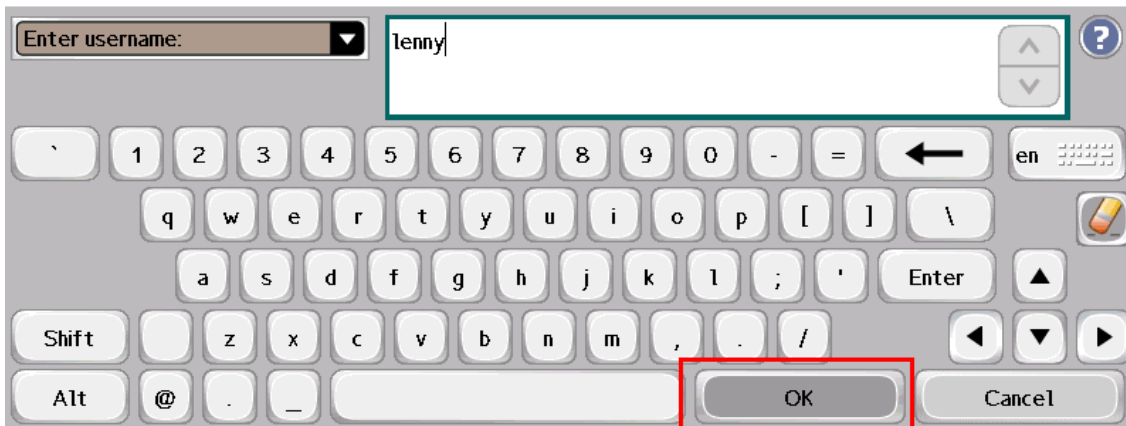
Authenticating at the MFP

Click OK on the Welcome to Pcounter screen to bring up the login prompt. (This screen can be customized by choosing Global Settings in the *Pcounter for HP Configuration* pulldown menu).



Click OK to reach the Authentication screen. (If you are authenticating through a cardreader, present the card to the cardreader first, then click OK on the **Welcome to Pcounter** screen.)

For non-cardreader authentication, you will be prompted to log into the MFP with the authentication type that you have selected (*Network name*, *Network name/Password*, *ID number*, etc.). Enter the appropriate information in the alphanumeric keyboard screen(s) and touch OK to continue.



If you have specified an Authentication Type that mandates client code (or client code/subcode) entry, the next screen will wish users to enter a client code when they authenticate. (Users will not be able to see multiple codes and choose a code from a list.) Click OK to complete the authentication process.

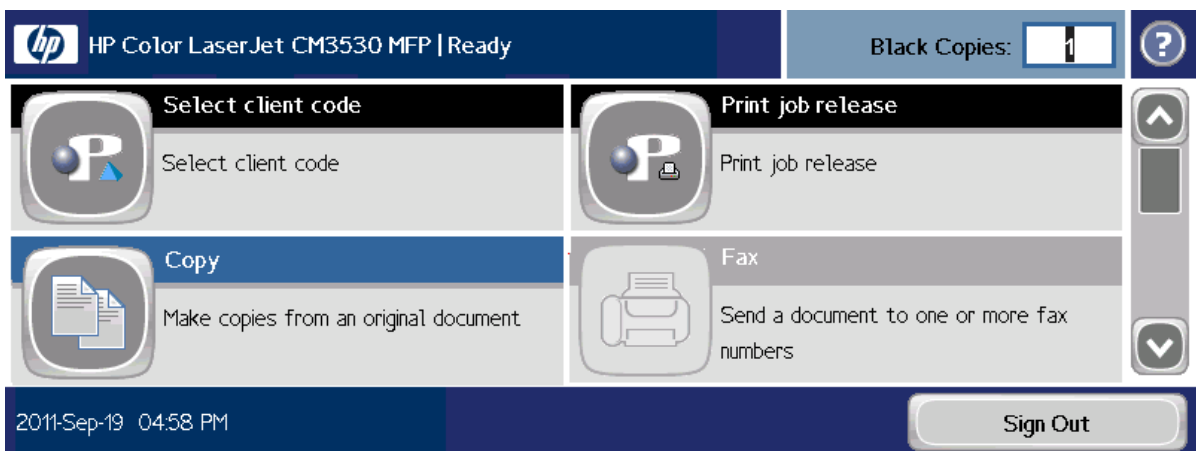


CardID Registration

If you are authenticating with a CardID that has previously been assigned to a user account, the *HP home* Screen will appear next, as with other authentication types.

If you have enabled the registration of unknown CardIDs (see page 13 of this guide), then users presenting an unknown card should touch **OK** on the Welcome to Pcounter screen after presenting the card to the cardreader. A set of dialog boxes requiring association with a specific username and password will appear, as shown for non-cardreader authentication on page 23.

The *HP home* screen will appear when authentication is completed.

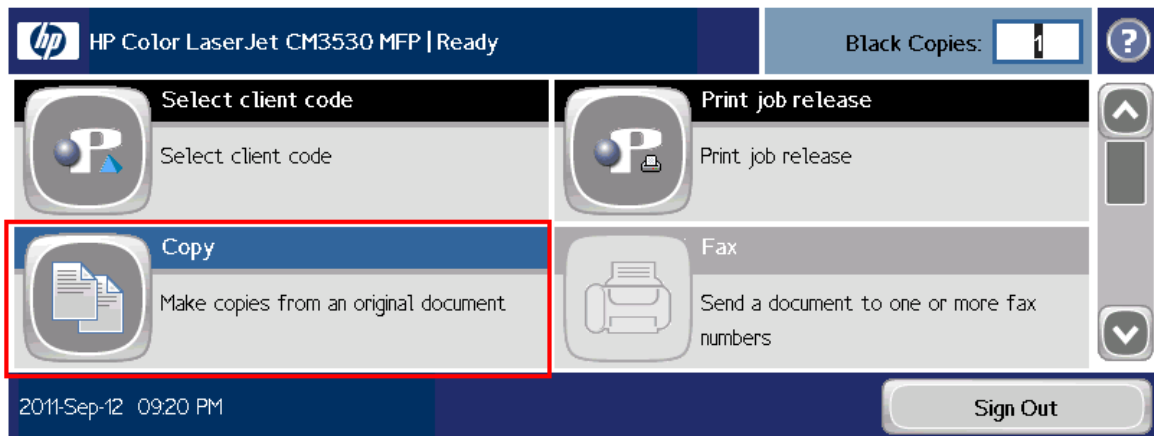


Making Copies, Scans, or Sending Outgoing Faxes

Select the function that you wish the MFP to perform by touching the appropriate icon on the *HP home* screen.

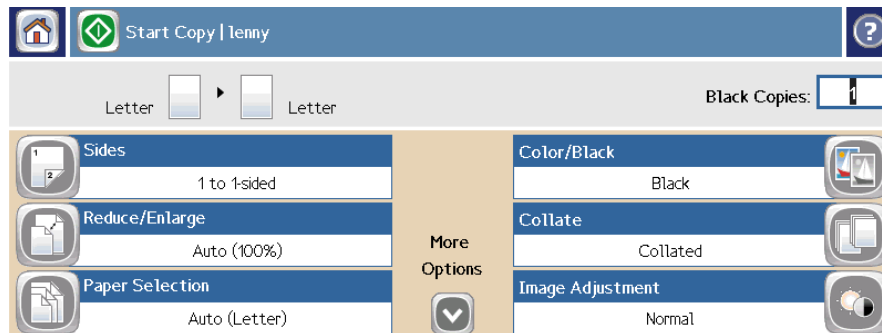
If you are assigning client codes to a job from a pick list, *after* authentication has been completed, the client code should be selected and saved before accessing the *Copy* function. See the section on using the **Select client code** application later in this guide.

Touch the **Copy** button on the *HP home* screen.



Log file Only

If users are not being debited for copy jobs (copier accounting set to **Log file only**), the *Start Copy* screen appears, permitting the user to make copies. This screen can be configured to show a client code rather than a user name in the header. (See page 12 of this document for details.)



User account balances and Log File

If users are being debited for copy jobs (*Accounting* set to **User account balances and Log File** in the MFP profile), then users who have a 0 or negative balance will be denied access to the MFP during the authentication process.

Otherwise, after a successful authentication, the HP home screen will appear, showing accessible MFP functions. Users will be debited according to the per-page price set for the *Copy*, *Scan*, or *Fax* functions.

The *Client Code-only* authentication type is not supported with *Accounting* set to **User account balances and Log File**.

Note: Strict Accounting, the `_cutoff` of user access to MFP functions if account balance reaches 0 during a session, is not supported in *Pcounter for HP* for *Copy*, *Scan*, and *Fax* functions.

The *Copy* screen can be configured to show *Username + Account balance* in the header. See page 13 of this document for details.

Print Job Release

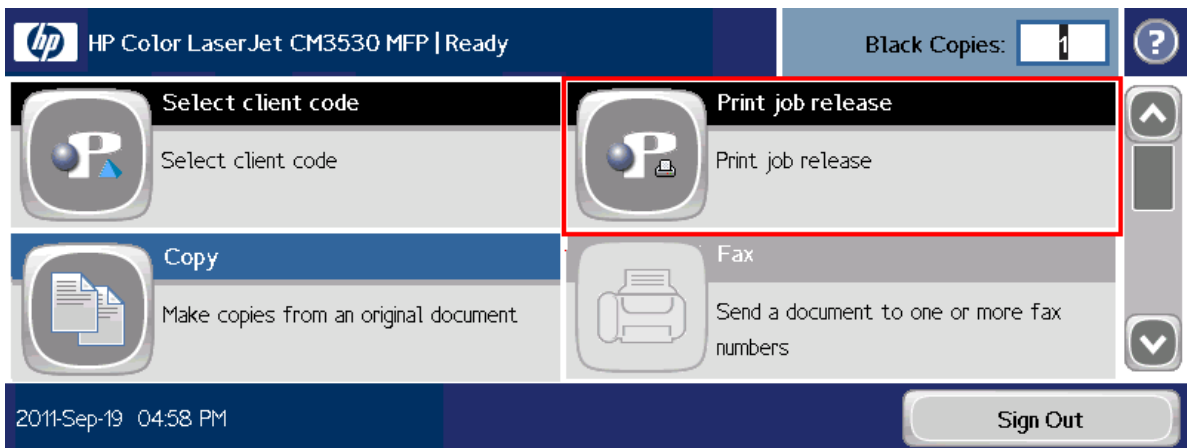
Log file only

To release print jobs, log into the MFP as previously described in this Guide.

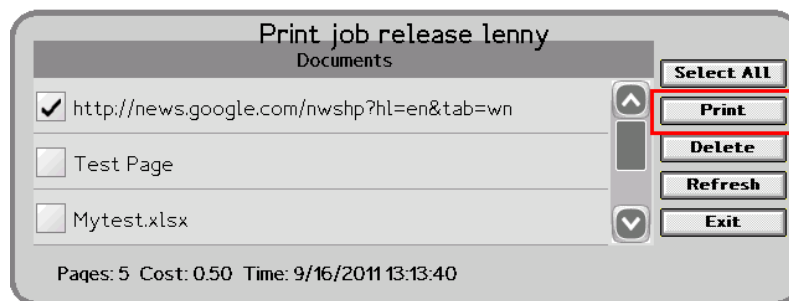
If the server is configured to automatically release print jobs at login, this is all that's necessary.

If you are assigning client codes to a print job from a pick list *after* authentication has been completed, then print jobs must be released individually. The client code should be selected and saved before accessing the *Print Release* function. (See the section on using the **Select client code** application later in this guide for details.)

To release print jobs individually, touch the **Print Job Release** button on the *HP home* screen after a successful authentication.



A list of print jobs submitted by the authenticated user will appear.



Select the job(s) you wish to release and touch the **Print** button to release them.

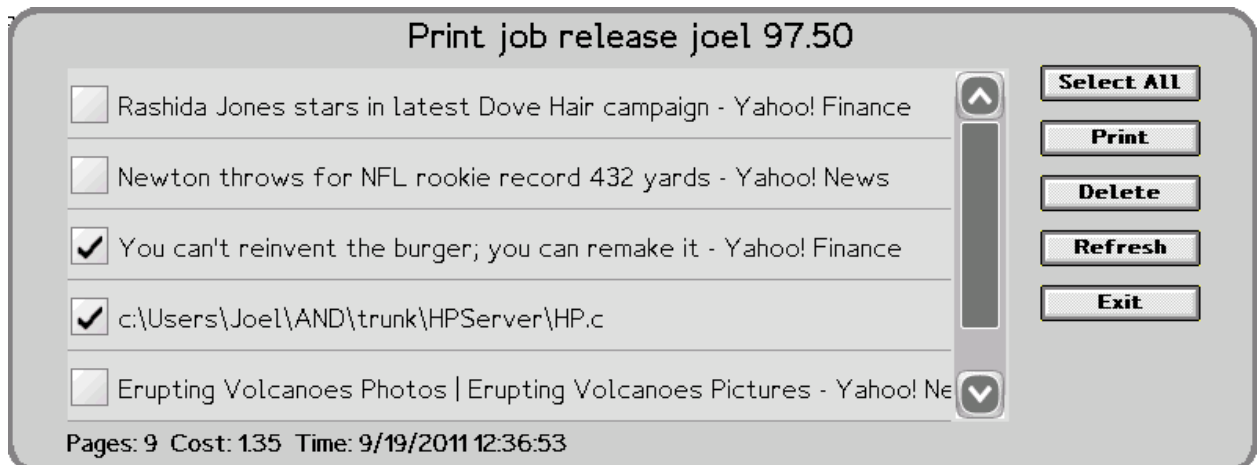
Note: If you are not releasing print jobs at the MFP, the **Print job release** application, which normally appears on the *HP home* screen after authentication, can be removed. See the *Appendices* section of this document for instructions on how to do this.

User account balances and Log File

Note: If *Accounting* is set to **User account balances and Log file**, the *automatically-release print jobs at login* option is not available.

To release individual print jobs held in the queue, log into the MFP, as previously described and touch the **Print job release** button on the *HP home* screen.

On the **Print job release** screen, touch the Checkmark box next to the jobs that you wish to print. The total print cost will appear at the bottom of the status screen.

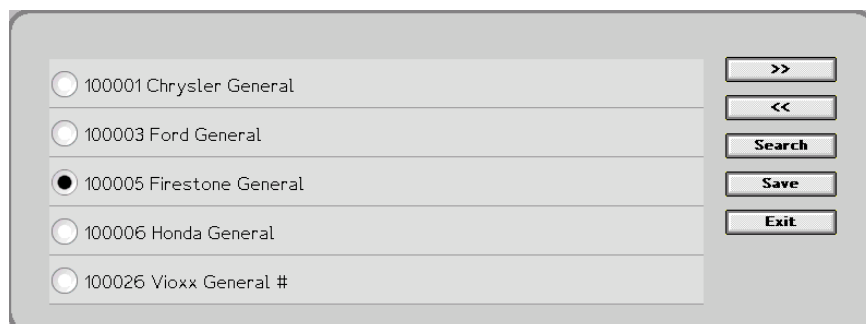


Touch the **Print** button to release the selected jobs.

Select Client Code Screen

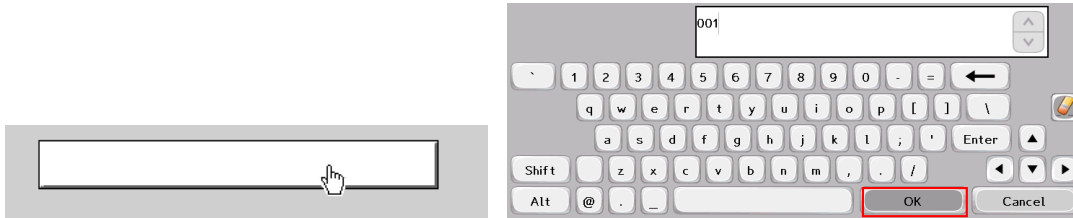
The **Select client code** button can be used to modify a client code (or client code/subcode) selection that was initially submitted during authentication, or to submit a client code/subcode for the first time through a pick list display.

Before touching a button to select tjCopy, Fax, or Scan functions, touch the the **Select client code** button to display a list of secure client codes and descriptions.



The two arrow buttons (>> and <<) allow you to navigate through the list of codes. Once you find and touch the desired code, click the **Save** button to return to the *HP home* screen.

To search for a specific client code number or description, touch the Search button on the **Client code** screen. Touch the blank *Search* field on the next screen, enter the string you wish to search for and then touch OK.



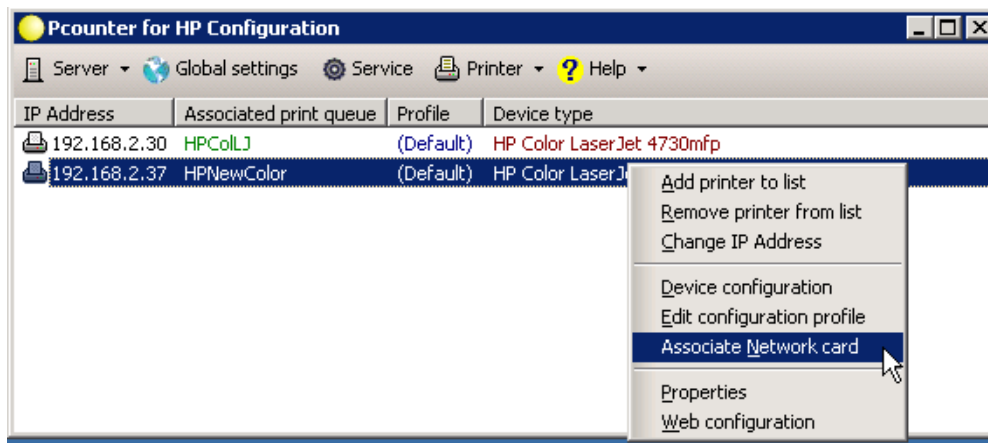
The **Client code** screen will return with a list of all available codes that contain your search string. Select the code and touch the **Save** button to continue

APPENDICES

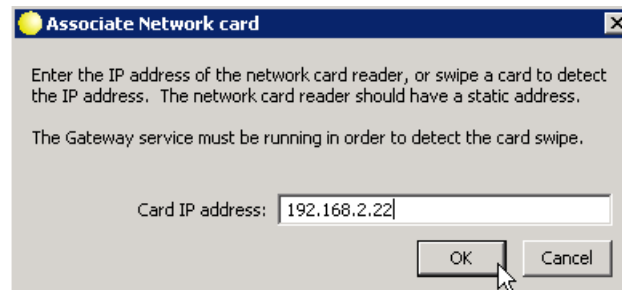
Associating a Network Card Reader with Pcounter for HP.

Pcounter for HP should work with any serial-to-ethernet card reader. (Card readers from RFIdeas have been tested and are known to work.)

- The card reader software should be configured over the network to point to the IP address of the Pcounter data server. (Check the documentation for your particular model for details.)
- The IP address of the card reader must be associated with a specific MFP in the Pcounter for HP configuration program.
 - a. Right-click the MFP in the main window and choose **Associate Network Card** from the popup menu.



- b. Enter the IP address assigned to the card reader.



Removing the Print Release Job and/or Select Client Code application from the *HP home* screen.

Log onto the HP web page as an administrator and navigate to the Settings tab.

Click the **Pcounter** button on the **Settings** tab of the HP Configuration webpage and set display for either or both options to No. Reboot the MFP after clicking the **Configure** button shown below.

hp3530 / 192.168.2.37

Information Settings Digital Sending Fax Networking

Configure Device
Tray Sizes/Types
E-mail Server
Alerts
AutoSend
Security
Authentication Manager
LDAP Authentication
Kerberos Authentication
Device PIN
User PIN
Edit Other Links
Device Information
Language
Date & Time
Sleep Schedule
Restrict Color
Home Screen Setup
Pcounter
Other Links
hp instant support
Shop for Supplies
Product Support

Pcounter

Configure device to use Pcounter for HP

IP Address:

Port Number:

Show Client Code Application

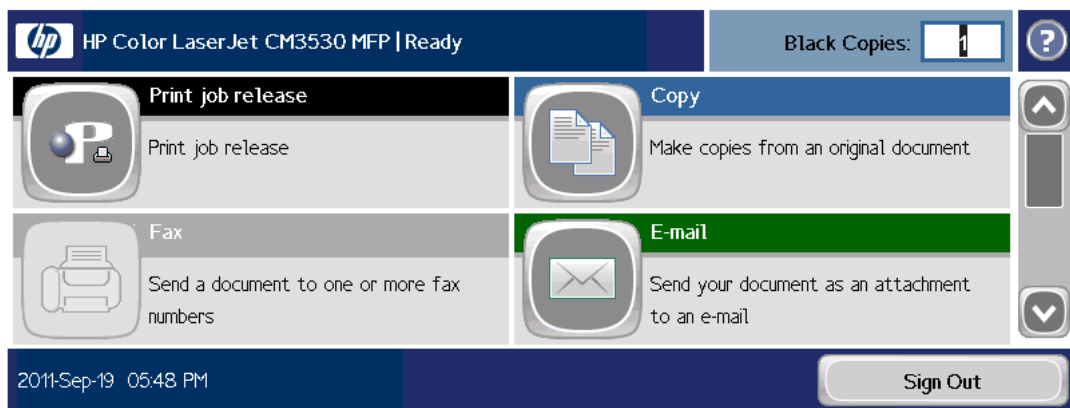
Yes
 No

Show Print Job Application

Yes
 No

[Loader Home](#)
[About](#)

The *HP home* screen will no longer display the options you've disabled after the user authenticates.



Package Installation from Direct File Location

As an alternative to downloading HP package files to your MFP through a URL, the HP Package Loader page permits you to upload them directly to the MFP.

The HP libraries are located in the Lib directory of your *Pcounter for HP* installation: `\Program Files\Pcounter for HP\HTML\lib`.

The libraries are separated into "group" directories based on printer models. The table shown below will allow you to select the correct library for your printer by matching the library files located in the appropriate "group" directory with your MFP model.

Group	MFP Model
Group 10	
	LaserJet 9050 MFP
	LaserJet 9040 MFP
	LaserJet 9500MFP
	LaserJet 4345 MFP
	Digital Sender 9200c
	Color LaserJet 4730 MFP
Group 20	
	LaserJet M5035 MFP
	LaserJet M3035 MFP
	LaserJet M4345 MFP
	Digital Sender 9250c
	Color LaserJet CM4730 MFP
	LaserJet M9050 MFP
	LaserJet M9040 MFP
	LaserJet M4349 MFP
	LaserJet M3059 MFP
	LaserJet M5039 MFP
	LaserJet M9059 MFP
Group 30	
	Color LaserJet CM6030 MFP
	Color LaserJet CM6040 MFP
	Color LaserJet CM6049 MFP
Group 40	
	Color LaserJet CM3530 MFP

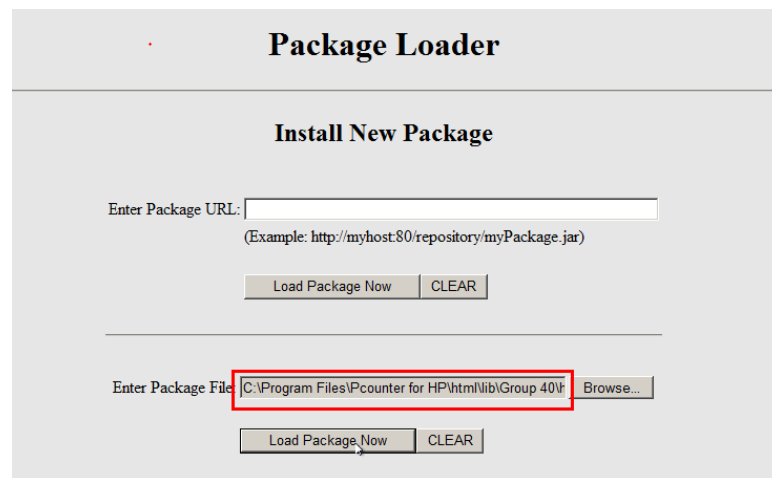
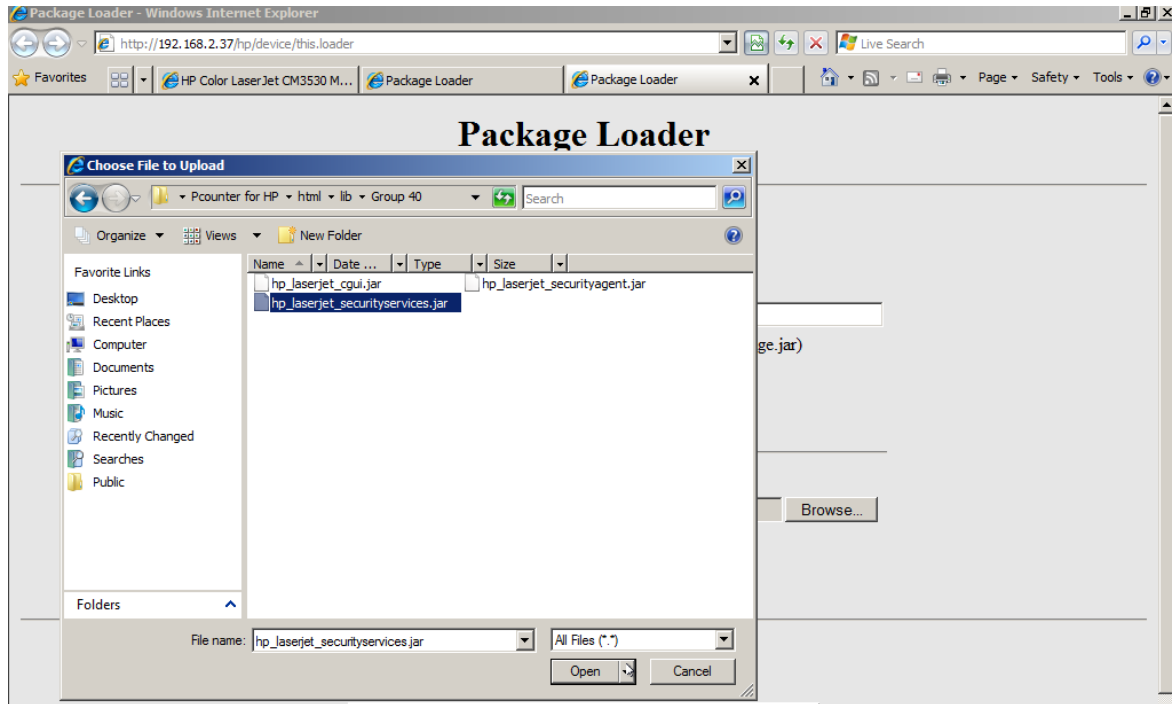
Determine the libraries you need to load/install by matching the MFP model to the "Group" directory name.

If you cannot find your model in the list provided above; it is not supported.

You can only load one library at a time, so, please be careful to remember which "Group" directory you are loading from.

To download a library package to the MFP directly, navigate to the \Program Files\Pcounter for HP\HTML\lib\GroupXX folder for your MFP.

For instance, you can load the *HP Security Services* library by clicking the Browse button next to *Enter Package File:* on the Package Loader page, navigating to the appropriate Library group, opening the **hp_laserjet_securityservices** package and then clicking the **Load Package Now** button.



When you see the status message that the package has been loaded successfully, click the **Loader Home** link on the *Package Loader* status screen to return to the *Install New Package* screen.

You can follow the procedure described above to load the appropriate **hp_laserjet_securityservices**, **hp_laserjet_securityagent**, and **hp_laserjet_cgui** packages for your MFP, in sequence.

To download the appropriate **Pcounter.jar** control package to the MFP, directly, browse to the appropriate folder for your MFP model under `Program Files\Pcounter` for `HP\HTML`

For example, to download the **Pcounter.jar** control package to the MFP for an HP CM3530, click the **Browse** button on the Package Loader page and go to the `Program Files\Pcounter` for `HP\HTML\CM3530` folder, open the **Pcounter.jar** package and then click the **Load Package Now** button.

Install New Package

Enter Package URL:
(Example: <http://myhost:80/repository/myPackage.jar>)

Enter Package File:

Language Translation

The Pcounter for HP applications have been built to display properly in the following languages: English, Spanish, French, Italian, German, Portuguese, Finnish, Dutch, Czech, Swedish, Danish, Polish, Norwegian, Hungarian, and French Canadian.

It is possible to modify any of the text that is used. To do so, use Notepad to create:
`C:\Windows\System32\pcounter\pcounterEmbeddedText.ini`.
(use `SysWOW64` instead of `System32` on x64)

The English entries are shown below. Not all of the entries are required to be present in `pkyoLang.ini` – only the entries that need to be changed can be present; otherwise the applications will use its internal values. Make sure that the first line indicates the `[Strings]` section.

`[Strings]`

- 0=Logon failed.
- 1=Your user name or password is incorrect.
- 2=Your account balance is too low.
- 3=Click any button to continue.
- 4=Error %d
- 5=Access is denied.
- 6=Enter ID number:
- 7=Enter PIN number:
- 8=Enter username:
- 9=Enter password:
- 10=Welcome
- 11=Account Balance:

12=Print
13=Delete
14=Refresh
15=Print All
16=Delete All
17=Exit
18=Save
19=Next
20=Description
21=Search
22=Cancel
23=Back
24=Close
25=Invalid data specified.
26=You don't have enough credit to print.
27=Select all
28=Documents
29=Enter client code:
30=Enter subcode:
31=No documents found.
32=Please select activity
33=Print job release
34=Copy (Color)
35=Copy (Black and white)
36=Scan
37=Fax

Troubleshooting

Problem: Copy or Print jobs are appearing in Pcounter reports without being assigned to specific users and debited from their accounts.

Solution: If you wish to track and debit specific users, choose an authentication type other than "Client Code."

Problem: When the HP comes online, the panel shows the "Select a Function" screen instead of the initial "Welcome to Pcounter" screen.

Solution: Go to the Web Configuration page for the MFP. Log in as an administrator, click the Settings tab and choose Authentication Manager. In the Authentication Manager settings, verify that *Sign in at Walk Up*: is set to **Pcounter Walk Up Login**.

Problem: When the H P comes online, the "Select a Function" screen does not display the Client Code picker.

Solution: Set the authentication method in Pcounter for HP to a type that requests Client Codes, then reboot the MFP.

To troubleshoot configuration of the embedded Pcounter control package:

1. Click the Back button in your browser (or Loader Home button if it is available), and try again; make sure the IP address and port number are correct.
2. Make sure the Pcounter for HP gateway service is running.
3. Press the back button on your web browser and try the configuration again.