

HP Designjet Partner Link Pay-per-use Data Collector Installation Guide

Version Number: 2.1



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1 Introduction

The HP Designjet Partner Link Pay-per-use (PPU) Data Collector is a simple software application in charge of collecting information from all the PPU supported printers and sending it to the Web Service for the purposes of supplies accounting and alerts management.

2 Installation

The Partner will receive an email message with instructions on how to download and install the Data Collector software.

This document explains how to install the PPU software, versions 2.1 and newer. 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, 10, Vista, and Windows Server 2008/2012.
- 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.

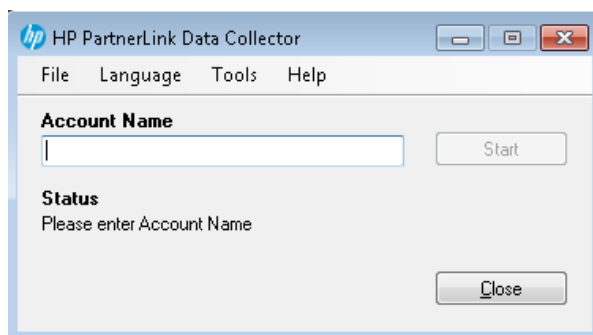
Steps to follow:

1. Click "Download the Data Collector and install it on the customer network" in the welcome message received from noreply@hpuda.com.
2. Your browser downloads a compressed zip file containing the installation files for the Data Collector.
3. Unzip the compressed zip file and double-click HP PDC Setup.exe. Installation will now begin.
4. The installation wizard consists of a few minor steps:
 - Start by choosing your language from the drop-down list, then select OK.
 - Select Next to proceed with the installation.
 - Make sure to read and accept the License Agreement. Then click Next.
 - Click Install and the installation will be done automatically.
5. After installation is complete, click Finish.
6. The Data Collector is launched automatically after installation, so a new HP icon will appear in your Windows task bar.

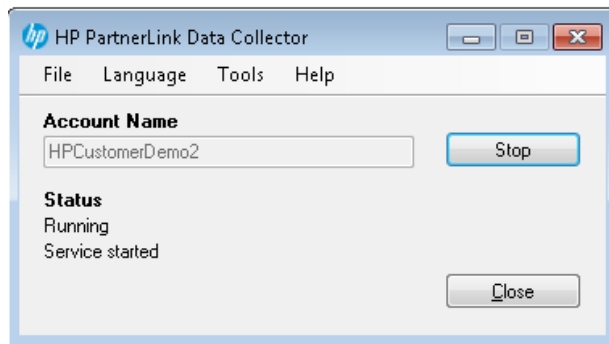
Otherwise, you will find it in the system tray or Windows Start menu. Right-click the HP icon and select Open.

3 Configuration

1. Start by entering your Account Name. You can find your Account Name in the welcome message you received.



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



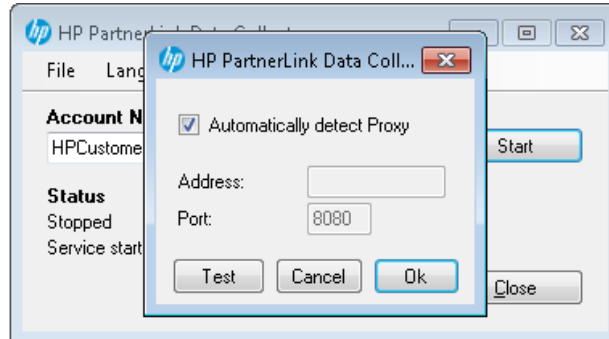
3. The Data Collector service is now configured, the Status value shows its condition.

4 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.

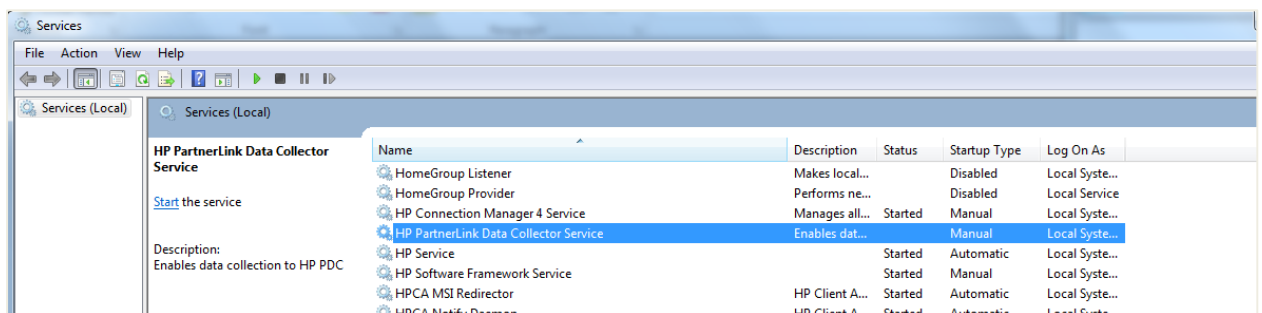
If you get a connection error such as “DataCollectorWebApplication:run System.ServiceModel.EndpointNotFoundException ...”, try the following:

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.



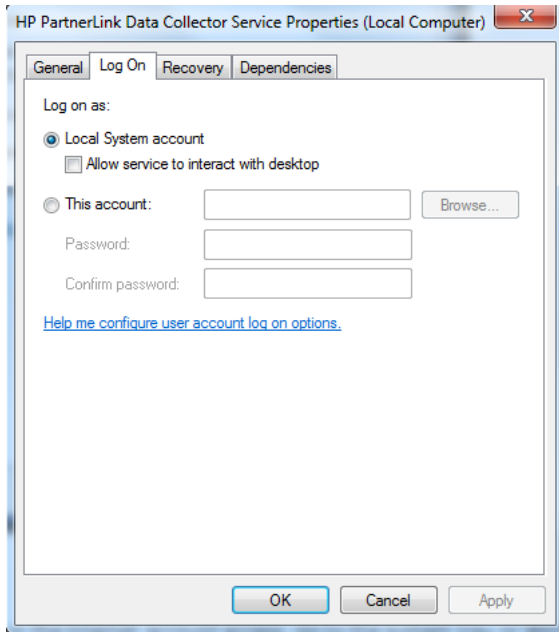
If the error appears again, you can access the Internet through a proxy with authentication:

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 are unsure about this, contact your system administrator.



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

5 Windows Vista support

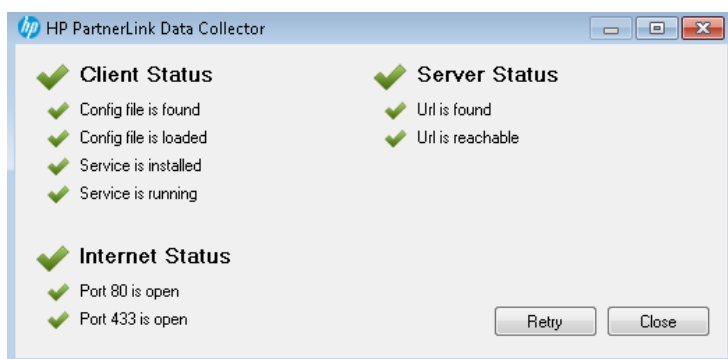
When installing the Data Collector under Windows Vista, you will be asked for permission to disable User Account Control (UAC). You should respond “OK”.

After installation, you can re-enable UAC from the Control Panel (under “User Accounts”).

6 Troubleshooting

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

To access this feature, select Help → Troubleshooting.

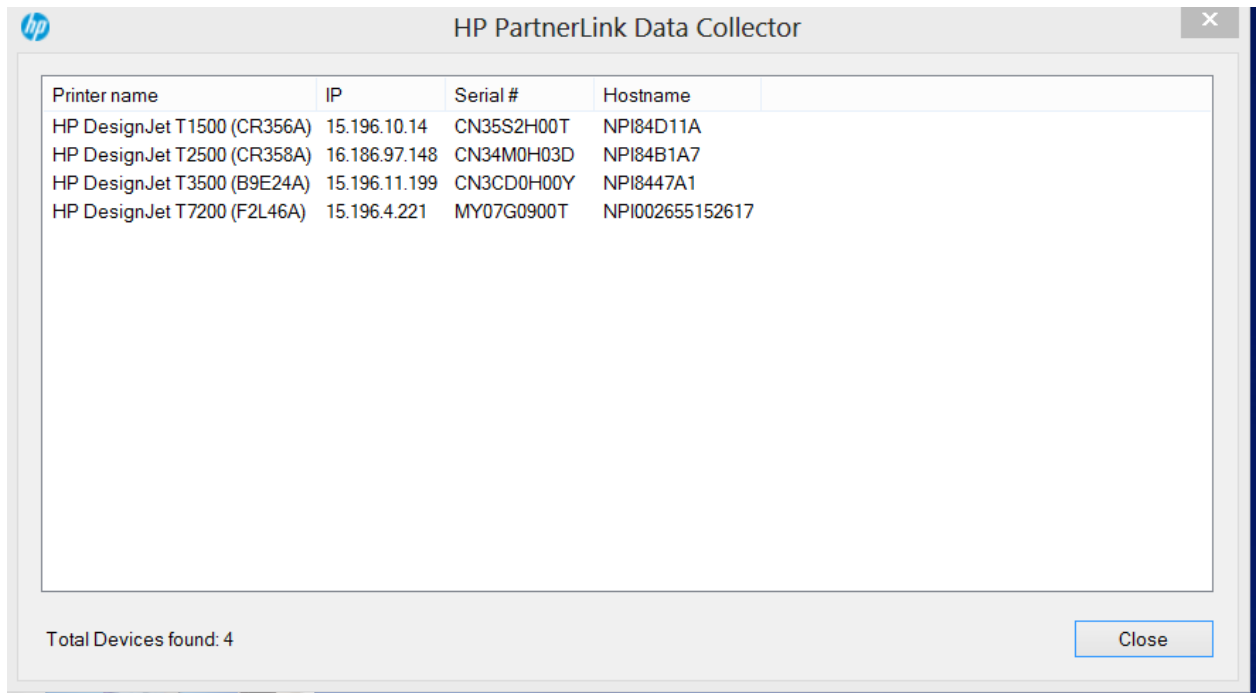


All the marks should be green when the system is OK.

In case of any issue, a yellow warning appears next to one or more components and describes the issue.

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.

7 Uninstallation

Follow the standard steps to remove the PPU software installed on your computer:

"Start" → "Control Panel" → "Uninstall a program" → Select "HP Partner Link Pay-per-use Data Collector" → "Uninstall" → OK.