

HP JetAdmin JetDirect

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- *From:* Parvardigar <parvardigar@xxxxxxxxxx>
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Hello

If I need to post to another group, let me know.

I bought a new printer. During the HP Printer software install, the install failed at 2%. I needed HP support on the P1205x network printer. I phoned into HP. We did a cold reset. We couldn't do a route add 169.254.76.255 192.168.253.45. HP couldn't assist. I said is it the subnet mask? The cold reset shows 255.255.0.0 and our network segment it is 255.255.255.0. Hp indicated that "route add" isn't effected by a subnet mask.

I got to thinking why not use the JetAdmin utility already on the server? We are simply replacing the older HP2100. And that software utility is on the server.

The JetAdmin interface was able to discover/ detect the HP2015 printer. That is good news.

Under Device Management/ Management Settings/ Discovery/ Discovery Result -there are five hardware addresses listed. The HP2015 hardware address is listed: 0017087F460D along with the other printers on this segment.

If JetAdmin can detect the hardware I maybe able to configure the printer, but I don't know how.

I did click on "Specified Addresses" The "Add Device to Host File" and several other information tabs were available. On Hp's site I found the JetAdmin download manual. It was ambiguous.

The HP tech person indicated that to install the HP 2015x software / drivers I need to add and configure the HP2015 Printer (default) ip 169.254.17.255 mask 255.255.0.0 gateway 169.254.17.255 to our network segment server ip 192.168.253.45. The final goal is to create a static ip for the HP 2015 printer as 192.168.253.9.

Additional info:

The HP 2015 hostname: NP17F460D.

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I did attempt a few Telnet instructions. Telnet unable to communicate with the HP 2015 device.

On this segment the company isn't using DHCP.

I appreciate any advice on how to use the JetAdmin utility.

Thanks

John Marshall