



## HP Smart Device Service Manager

## HP SDS Monitor System Requirements – Version 1.3

### Introduction

The HP SDS Manager solution consists of 2 elements, the web-based HP SDS Manager and the on-site HP SDS Monitor. This document describes the system installation requirements for the HP SDS Monitor software.

### Operating systems

The following are the required operating requirements for an HP SDS Monitor:

- .NET 4.5
- Access to the Internet or HTTP proxy server
- IPv4 network

**NOTE:** HP SDS Monitor installs and runs services under the Windows 'Network Service' and 'Local System' accounts.

The supported operating systems are the following:

- Windows Server 2008
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2016
- Windows 7
- Windows 8
- Windows 10
- **Supported virtualization platforms:** VMware and HyperV  
HP regularly tests the HP SDS Monitor on platforms with current Microsoft updates.

**NOTE:** HP SDS Monitor is supported running on the same host with HP Web Jetadmin software.

## Hardware

The following are the minimum hardware requirements for HP SDS Monitor:

- **32-bit (x86) or 64-bit (x64) Processor:** 1 GHz (gigahertz)
- **Memory:** 1 GB (gigabyte) RAM
- **Space required for installer file:** Maximum 10 MB  
**NOTE:** The installer requires a 100 MB free disk space.

**NOTE:** Windows systems with multiple NICs (network interfaces) are supported, Windows dictates the NIC that HP SDS Monitor uses.

## Getting the environment ready

When establishing HP SDS Monitor(s) into an environment, certain requirements must be met. In some cases, this means contacting an Information Security Team or the Information Technology Team in your environment.

In order for HP SDS Monitor to work, the following criteria must be met:

- Your HTTP Proxy/Internet Firewall infrastructure should allow communication to/from the Internet addresses in the URL Information section below.
- When using HTTP Proxy credentials, Basic Access Authentication must be enabled/supported by the HTTP Proxy server.
  - Service account credentials or appropriate exceptions are in place so that security policies (i.e. password resets or user access timeouts) will not disconnect the Internet connection to HP JetAdvantage Management services.
- Your HP JetAdvantage Management host has the VeriSign CA Root (server) and CA Intermediate certificates<sup>2</sup> installed to the local computer certificate stores. HP SDS Monitor uses the same server certificate used by your browser with [jamanagement.hp.com](http://jamanagement.hp.com). The CAs that meet this criterion currently are the following:
  - VeriSign Class 3 Public Primary Certification Authority – G5 (within valid issue and expiration dates – see certificate details).
  - VeriSign Class 3 Secure Server CA – G3 (within valid issue and expiration dates – see certificate details)
- Your Proxy/Firewall infrastructure allows communication to/from these two VeriSign Certificate Revocation List URLs using standard HTTP communication over port 80: <http://crl3.digicert.com/ssca-sha2-g6.crl> and <http://crl4.digicert.com/ssca-sha2-g6.crl>.<sup>2</sup>

<sup>1</sup> **NOTE:** See Ports.

<sup>2</sup> **NOTE:** Root and intermediate certificates are typically part of a Windows base install or image. These can be obtained or updated by visiting Windows root certificates related updates at [Microsoft.com](http://Microsoft.com) or by visiting [VeriSign.com](http://VeriSign.com).

## Appendix – Detailed Port information

HP SDS Monitor requires access to various ports on both the Internet and the local intranet where it is installed. The following table describes each of these ports.

Table 1 Ports Legend	
Legend	Description
I	Internet port - The port with which HP SDS Monitor communicates at HP.
i	intranet port - This port is located usually inside your firewall, not Internet.
L	Local port - The port at the HP SDS Monitor host.
R	Remote port - The port is outbound with respect to HP SDS Monitor host, this host uses a Windows assigned source port.

NOTE: Adding the application's path "%ProgramFiles%\Hewlett-Packard\HP Connect Proxies\HP JetAdvantage Management Connector\HP.Fms.Proxy.Service.exe" and "%ProgramFiles%\i2emfw\i2emfw.exe" to a local firewall list of allowed application rules might be necessary in order to communicate with the HP cloud services.

Table 2 Ports used by HP SDS Monitor				
Port	i/l	L/R	UDP/TCP	Description
<b>80</b>	<b>I</b>	<b>R</b>	<b>TCP</b>	Used for the Internet-based product licensing and activation service.
161	i	R	UDP	HP JetAdvantage Management and other management applications use SNMP to communicate with and manage devices. HP JetAdvantage Management uses this port on the printer to issue Set and Get commands to the SNMP agent.
427	i	L/R	UDP	SLP communication to and from the printing device go through this port for the purpose of Automatic discovery.
443	i	R	TCP	HP JetAdvantage Management uses this port to discover and manage LaserJet Pro Series and Business Ink (secure).
<b>443</b>	<b>I</b>	<b>R</b>	<b>TCP</b>	HTTP web services communication using SSL/TLS are directed to this port on the Internet-facing JetAdvantage Management servers. Also used when a check for application updates is requested.
<b>5222</b>	<b>I</b>	<b>R</b>	<b>TCP</b>	Secure XMPP messaging using TLS to transmit printer management and monitoring data to the HP SDS Manager cloud services.
3702	i	R	UDP	HP JetAdvantage Management uses this port to perform a Web Services discovery on newer HP devices.
3910	i	R	TCP	HP JetAdvantage Management uses this port during discovery and device management.
3911	i	R	TCP	HP JetAdvantage Management uses this port during discovery and device management.
7627	i	R	TCP	HP JetAdvantage Management uses this port to manage communications on some newer HP devices.
8080	i	R	TCP	HP JetAdvantage Management uses this port to discover and manage LaserJet Pro Series and Business Ink (non-secure).
12351	i	L/R	TCP	SDA clients and real-time eventing over TLS.

Port numbers in **bold** need be open for outgoing Internet connections from the host to ensure correct operation of HP SDS Monitor.

#### URL information

- <https://jamanagement.hp.com> (HP JAM cloud services, IPv4, port 443)
- <https://management.hpjam.hp.com> (HP JAM cloud services, IPv4, port 443)
- <http://hp-sds-activation.insightportal.net> (SDS Monitor Product activation, IPv4, port 80)
- <https://updates.ekmglobal.com> (SDS Monitor Product updates, IPv4, port 443)

- <https://connectivity.pod1.avatar.ext.hp.com:443/avatar/v1/entities/connectivityconfig> (HP JAM Signalling and eventing, IPv4, port 443)
- <https://registration.pod1.avatar.ext.hp.com:443/avatar/v1/entities/credentials> (HP JAM Signalling and eventing, IPv4, port 443)
- <http://crl3.digicert.com/ssca-sha2-g6.crl> (HTTPS certificate revocation list, IPv4, port 443)
- <http://crl4.digicert.com/ssca-sha2-g6.crl> (HTTPS certificate revocation list, IPv4, port 443)

#### European Hosting

- <https://eu.jamanagement.hp.com> (HP JAM cloud services, IPv4, port 443)
- [hpeurmsg.cloudapp.net](http://hpeurmsg.cloudapp.net) (13.93.8.113, SDS Manager messaging, TCP/IP port 5222).

#### Latin America Hosting

- [hplatammsg.cloudapp.net](http://hplatammsg.cloudapp.net) (191.232.185.148, SDS Manager messaging, TCP/IP port 5222)

#### Asia Pacific Hosting

- [hpfemsg.cloudapp.net](http://hpfemsg.cloudapp.net) (52.163.114.106, SDS Manager messaging, TCP/IP port 5222)