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Solution Installer in HP Web Jetadmin User Guide

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Solution Installer in HP Web Jetadmin

The screenshot displays the HP Web Jetadmin interface. The main window is titled "HP Web Jetadmin - winprint.ad.hp.com". The left sidebar shows a tree view with "Device Management" selected. The main area is titled "All Devices (1 of 6 Selected)" and contains a table with columns: Device Model, IP Address, IP Hostname, Port (Any), Sev, and Hardware Address. The table lists six HP PageWide Color MFP E77660 devices. Below the table, there are tabs for "Status", "Config", "Alerts", "Troubleshoot", "Groups", "Reports", "Supplies", "Storage", "Solutions", "Capabilities", and "Firmware". The "Status" tab is active, showing a device image, its name, IP address, and status (Ready). To the right of the device information is a "Supply levels" section with a bar chart showing ink levels for Tray 4, Tray 3, Tray 2, and Tray 1, as well as Ink Cartridge-Black, Ink Cartridge-Cyan, Ink Cartridge-Magenta, Ink Cartridge-Yellow, Adf Maintenance Kit, Staple Cartridge, and Ink Collection Unit. The bottom status bar shows "1 of 6" and "Layout: Default Filter: None".

Overview

This white paper discusses the HP OXPd:SolutionInstaller as it relates to solution management. To gain the most benefits from this white paper, you should be familiar with the following HP Web Jetadmin features:

- Groups
- Filtering
- Viewing device information
- Firmware upgrades

- Templates
- Group policies

Solution management

HP Web Jetadmin is a network printer management tool provided by HP. For more information about HP Web Jetadmin, visit <http://www.hp.com/go/webjetadmin>. To view the user documentation for HP Web Jetadmin, including the installation guide, user guide, and white papers, go to the HP Web Jetadmin support page.

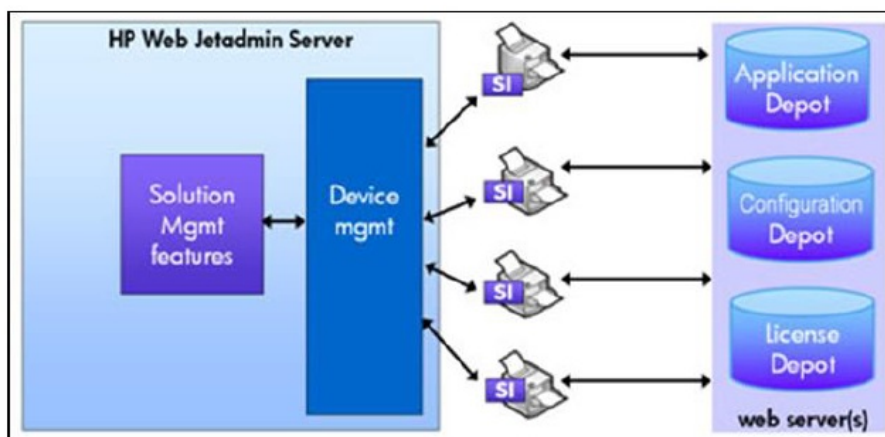
HP Web Jetadmin provides an enhanced set of features to facilitate the deployment and management of device applications (solutions) across a company's fleet of printing and imaging devices. To take full advantage of these features, a partner solution must be compatible with OXPd:Solution Installer.

Overview of the ecosystem

The solution management features in HP Web Jetadmin interact with OXPd:SolutionInstaller to instruct the device to install, configure, and license itself using external depots.

OXPd:SolutionInstaller (referred to as SI in Figure 1) returns status information that can be monitored in HP Web Jetadmin. There are several parts of this ecosystem:

- HP Web Jetadmin server
- Application depot
- Configuration depot
- License depot
- OXPd:Solution Installer



- Solutions

This white paper assumes the following:

- HP Web Jetadmin is installed.
- Depots are set up and configured properly.

HP Web Jetadmin features for solution management

The HP Web Jetadmin features related to solution management include:

- Device group import/export
- Firmware upgrade policies
- Device solution management templates
- Device solution management policies

These features complement the existing HP Web Jetadmin group, filter, and policy features to enable the creation of workflows designed to manage solutions across a fleet of devices. Although solutions can still be manually installed on a device or set of devices, workflows provide a number of advantages.

Feature	Advantage
Multistage installation	Install firmware, update device settings, upload device applications in a single workflow, and control the exact order in which steps are performed.
Automatic maintenance	Automatically reapply a setting or solution if a device loses any part of the installation.
Automatic filtering	Set criteria, such as the device model and RAM, to automatically select all eligible devices for workflow operations.
Add new devices	Apply the workflow to another device by using the drag-and-drop feature to add the device to the workflow sequence.
Replication assistance	Export groups and filters from one HP Web Jetadmin system and import them into another HP Web Jetadmin system, simplifying the task of creating a workflow on a new server.

More information about these new HP Web Jetadmin features for solution management is provided later in this white paper.

Import and export device groups

Automatic groups with filters are used to drive workflows. Defining and testing automatic groups and filters can be a time-consuming activity. With HP Web Jetadmin, you can define and test these groups and filters once at your site, and then export them to several sites during a rollout.

In HP Web Jetadmin, you can export only the groups and filters. HP Web Jetadmin does not support importing and exporting group policies because this work is easily repeated at each customer location.

Firmware upgrade policies

Some solutions might have a dependency on a specific older version of device firmware (not the latest). Making sure that the proper device firmware version is installed is critical to a successful solution deployment.

HP Web Jetadmin assists with this issue by allowing users to qualify firmware versions. By qualifying the firmware versions, the user matches a specific firmware version/device model to a specific revision of a solution. After the qualification is complete, a group policy can be defined to upgrade device firmware to the qualified version.

Solution management templates

A solution management template provides the ability to specify depot settings for a solution once, and then reuse the settings. Solution management templates can also be defined to modify depot settings, remove configuration settings, remove license settings, and remove applications.

Solution management policies

Solution management policies add to solution management template functionality by providing the ability to automatically apply the templates when devices are added to or removed from a group.

Solution management columns

Solution-specific columns are available in HP Web Jetadmin. The names of the columns related to managing solutions begin with Solution. When configuring a device list view, there are three categories from which to select columns for display (Favorites, All, and Obsolete). All of the solution columns are in the All category.

Table 1: Table title

Column name	Definition
Solution Manager Installed	Indicates whether or not the OXPd:SolutionInstaller is installed.
Solutions	Indicates how many solutions are installed. Holding the cursor over this information displays a table that lists the solution names. NOTE: A .bdl solution is listed only if it has been installed with HP Web Jetadmin.
Solutions Config Detailed Status	As described by the OXPd:SolutionInstaller specification.
Solutions Configuration Parameter Detailed Status	Completed by the solution.
Solutions Configuration Parameter Status	As described by the OXPd:SolutionInstaller specification.

Column name	Definition
Solutions Install Detailed Status	Completed by the solution.
Solutions Install Status	As described by the OXPd:SolutionInstaller specification.
Solutions License Detailed Status	As described by the OXPd:SolutionInstaller specification.
Solutions License Detailed Status	Completed by the solution.
Solutions License Parameter Detailed Status	As described by the OXPd:SolutionInstaller specification.
Solutions License Parameter Status	As described by the OXPd:SolutionInstaller specification.
Solutions Run Detailed Status	Completed by the solution.
Solutions Run Status	As described by the OXPd:SolutionInstaller specification.

These solution-specific columns are important because they expose solution status fields in HP Web Jetadmin for various purposes, including:

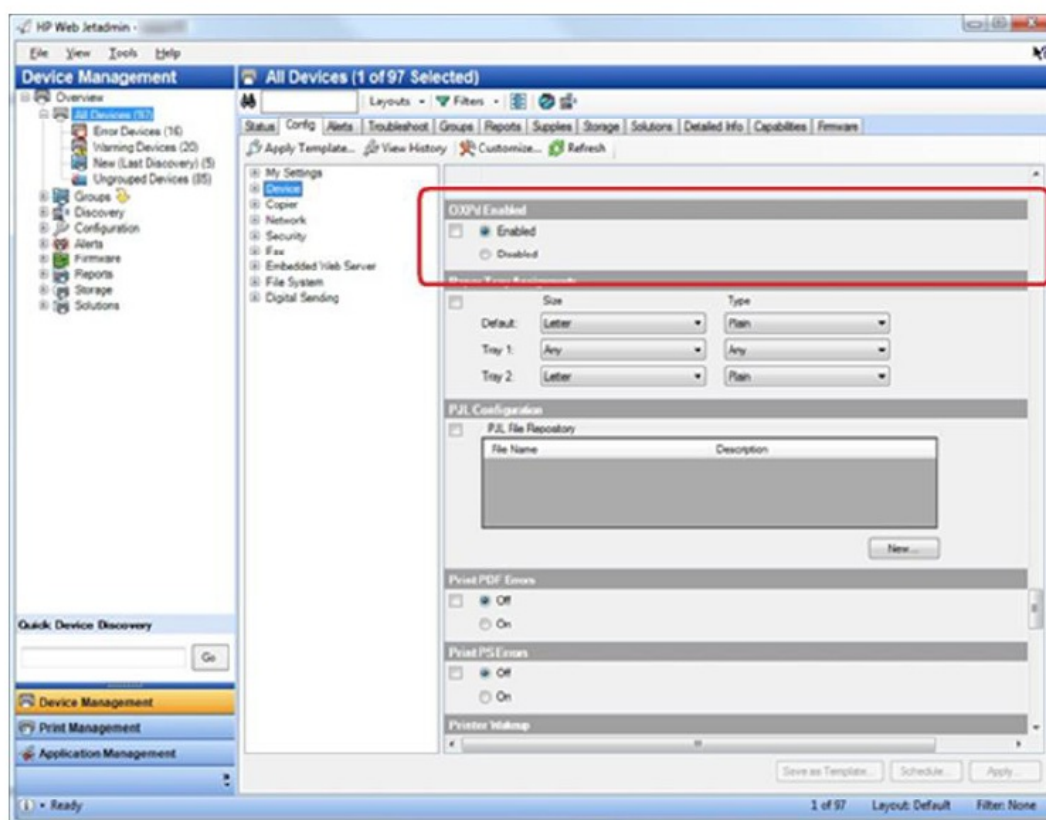
- Adding these columns to the All Devices list or to a group device list
- Exporting device lists
- Configuring OXPm Web Service
- Using filters to create an automatic group

Enable OXPd for non-HP FutureSmart devices

The OXPd feature applies only to HP legacy devices. OXPd is always enabled on HP FutureSmart devices.

Enable and disable OXPd

The OXPd Enabled configuration option is available in the Device category on the Config tab for all HP legacy devices that support



OXPD.

Figure 2: OXPd Enabled configuration option

NOTE: When a change to this setting is applied, the device automatically turns off and then turns on. There is no warning or confirmation that the device is going to turn off and then turn on.

Automatic group filter criteria

An automatic group can be created to identify the HP legacy devices on the network that currently have (or do not have) OXPd

enabled.

1. Create an automatic group.

The screenshot shows the 'Edit Group' dialog box with the 'Specify group options' tab selected. The 'Group identification' section has 'Group name' set to 'Scarlet OXPd Enabled' and 'Parent group' set to 'Groups'. The 'Group membership type' section has two radio buttons: 'Manual group' (unselected) and 'Automatic group' (selected). Below the radio buttons are descriptive text lines: '(Devices are added or removed by the user)' for manual and '(Devices are automatically added or removed based on filter criteria)' for automatic. At the bottom right are 'Next >' and 'Cancel' buttons.

2. Assign filter criteria that identifies the HP legacy devices that have OXPd enabled. In the following example, the filter looks for HP LaserJet Color CM3530 MFP devices.

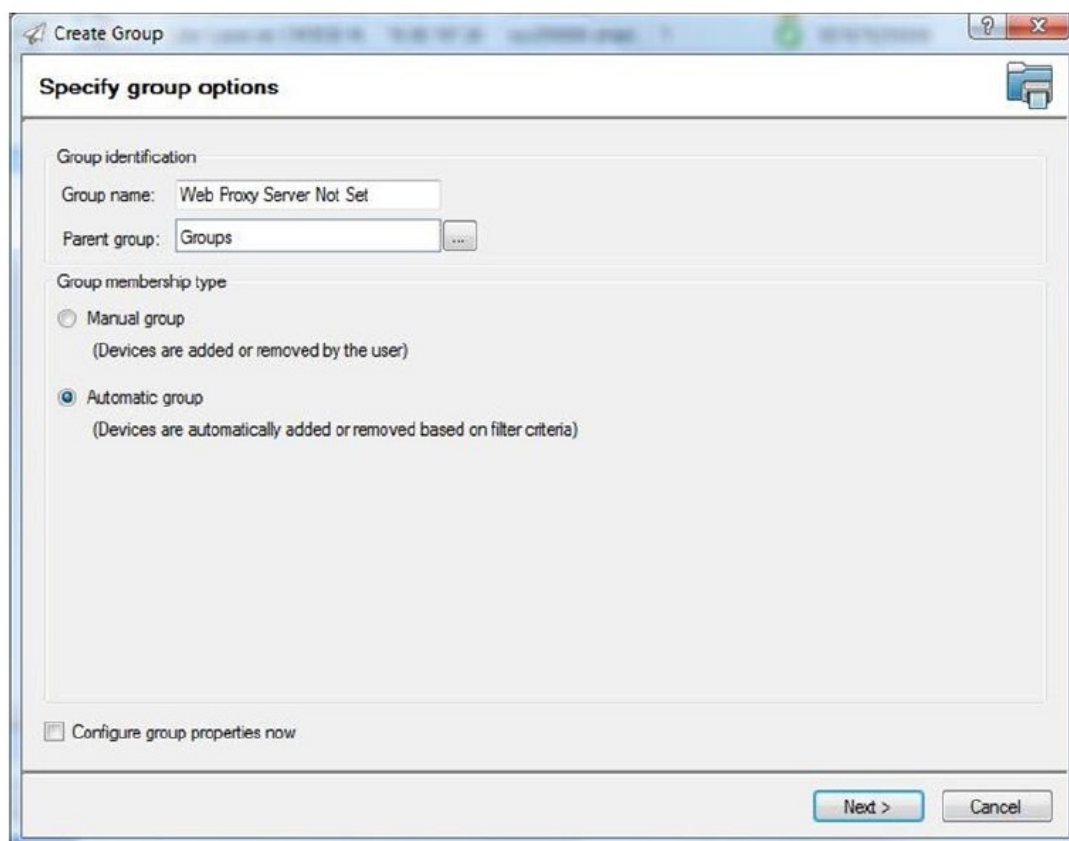
The screenshot shows the 'Function' dialog box for the first filter rule. It has a 'Device Property' dropdown set to 'Device Model', a 'Not' checkbox that is unchecked, a 'Filter Function' dropdown set to 'Contains', a 'Value' dropdown set to 'CM3530 MFP', and an empty 'Options' dropdown. The 'Category' dropdown is set to 'Favorites'. 'OK' and 'Cancel' buttons are at the bottom right.

The screenshot shows the 'Function' dialog box for the second filter rule. It has a 'Device Property' dropdown set to 'OXPd', a 'Not' checkbox that is unchecked, a 'Filter Function' dropdown set to 'Equal', a 'Value' dropdown set to 'Enabled', and an empty 'Options' dropdown. The 'Category' dropdown is set to 'All'. 'OK' and 'Cancel' buttons are at the bottom right.

Automatic group filter criteria for the web proxy server

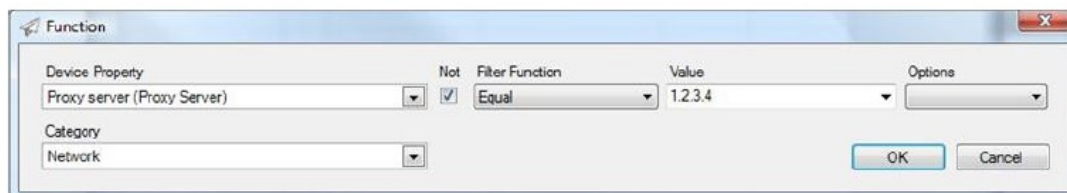
An automatic group can be created to identify which devices on the network currently have (or do not have) the correct web proxy settings.

1. Create an automatic group.



The 'Create Group' dialog box is shown with the 'Specify group options' tab selected. Under 'Group identification', the 'Group name' is 'Web Proxy Server Not Set' and the 'Parent group' is 'Groups'. Under 'Group membership type', the 'Automatic group' radio button is selected, with the description '(Devices are automatically added or removed based on filter criteria)'. At the bottom, there is a checkbox for 'Configure group properties now' and 'Next >' and 'Cancel' buttons.

2. Assign filter criteria that identifies the devices that do not have the correct setting. In this example, the filter looks for the devices that do not have the correct proxy server

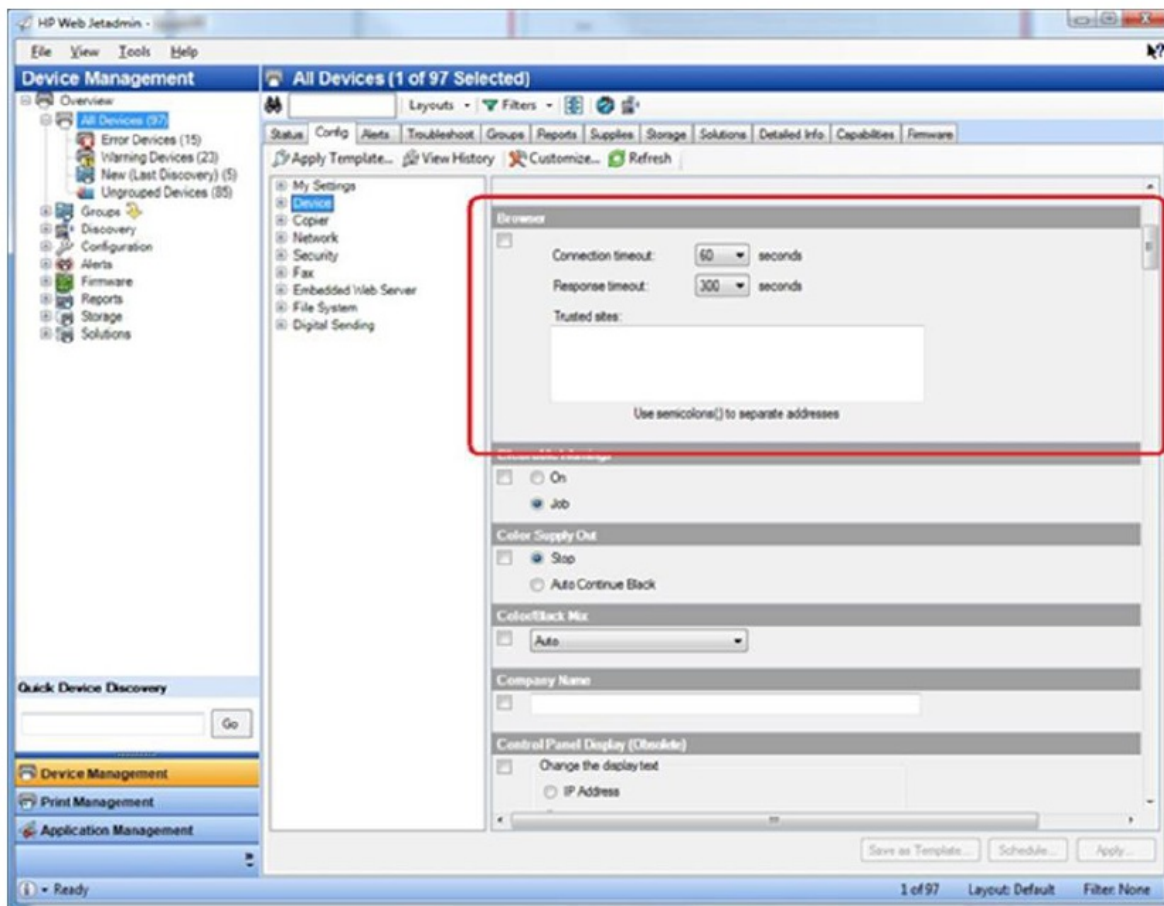


The 'Function' dialog box is shown with the following settings: 'Device Property' is 'Proxy server (Proxy Server)', 'Not' is checked, 'Filter Function' is 'Equal', 'Value' is '1.2.3.4', and 'Category' is 'Network'. There are 'OK' and 'Cancel' buttons at the bottom right.

Configure the OXPd embedded web browser timeout settings

NOTE: This feature is available only when OXPd is enabled on the device.

The embedded web browser that OXPd uses can be configured. Settings for configuring the embedded web browser are available in the Device category on the Config tab for all the devices that support OXPd.

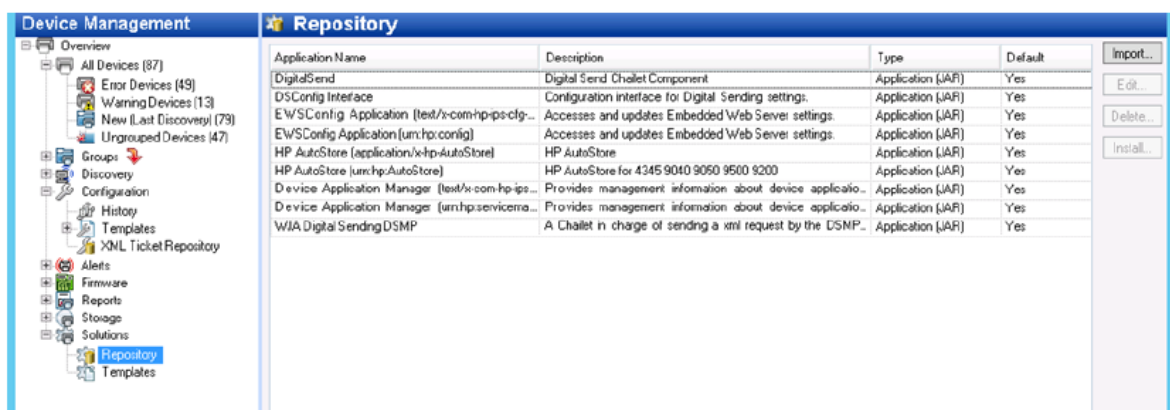


NOTE: This configuration option applies to all OXPd solutions that use the embedded web browser on that device.

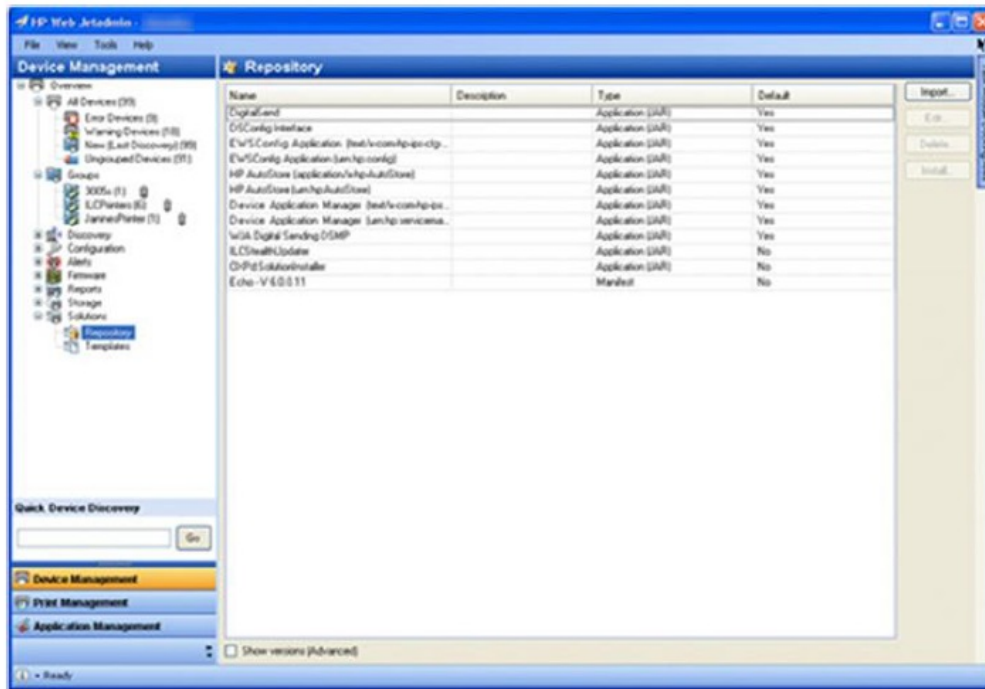
Install a .jar solution on a device

Use the following steps to install a solution on one device. For multiple devices, see Install a .bdl solution on a device on page 14.

1. In the Device Management navigation pane, expand the Solutions option, and then select the Repository option (Figure 11).



2. Click the Import button. The Import Solutions wizard starts.
3. Click the Browse button.
4. On the Open Application dialog, navigate to and select the (OXPd)Solution (.jar) file, and then click the Open button.
5. On the Select files page, select the (OXPd)Solution file, and then click the Import button. The (OXPd)Solution is now available in the Solutions Repository. You can use HP Web Jetadmin to install the (OXPd)Solution on devices.
6. After importing both files, the (OXPd)Solution file is shown in the Solutions Repository (Figure 12). Select the solution manifest file that was added to the Solutions Repository, and then click the Install button



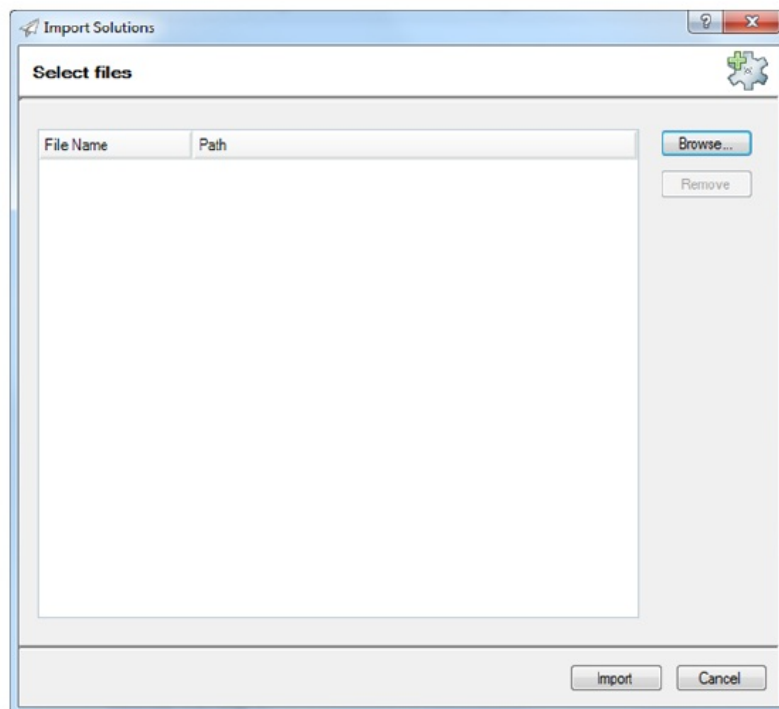
NOTE: Only the file selection is shown in this figure.

7. Select the devices on which to install the solution, and then click the Next button.
8. Click the Install button.

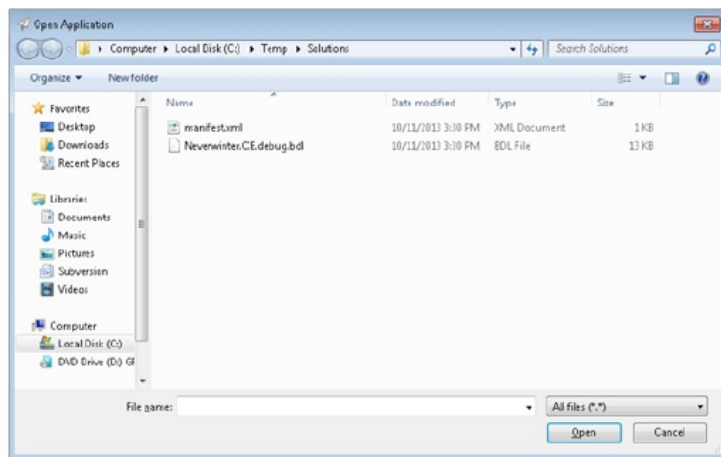
Install a .bdl solution on a device

This section provides instructions for importing a .bdl solution file into the Solutions Repository. HP Web Jetadmin supports importing and installing applications and solutions on devices. HP Web Jetadmin also supports importing a .bdl file into the Solutions Repository. HP Web Jetadmin 10.4 and earlier supports importing a .bdl file into the Solution Repository, but does not display the .bdl file in the Solutions Repository after it is imported. HP Web Jetadmin (any version) does support installing the .bdl file on devices using the imported manifest file.

1. In the Device Management navigation pane, expand the Solutions option, and then select the Repository option.
2. Click the Import button. The Import Solutions wizard starts



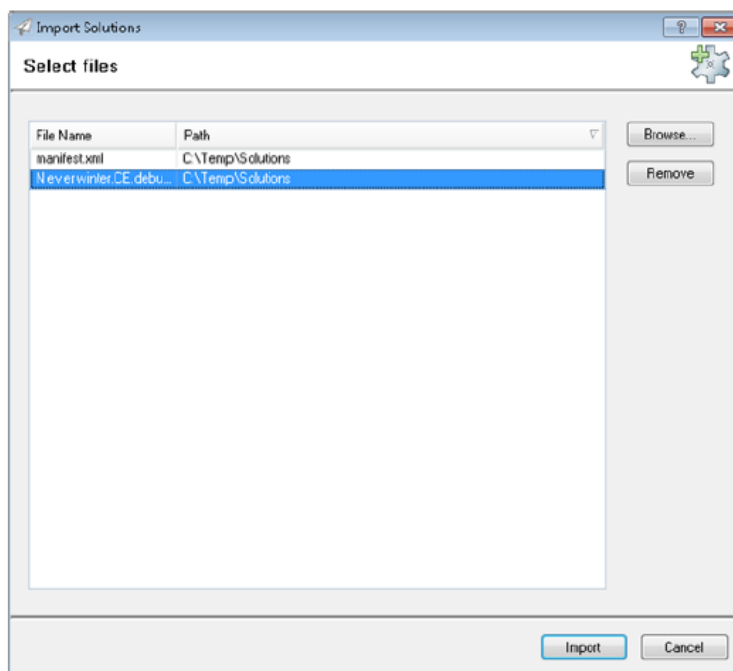
3. To host the .bdl and .xml files on the HP Web Jetadmin server, continue with step 4. -or- To host the .xml file on the HP Web Jetadmin server and host the .bdl file on another server, continue with step 5.
4. Host the .bdl file and .xml files on the HP Web Jetadmin server:
 1. Click the Browse button.
 2. On the Open Application dialog, navigate to the folder where the .bdl and .xml (manifest) files are located.



NOTE: The manifest file must have UTF-8 encoding.

When using HP Web Jetadmin 10.4 SR1 and later, continue with step d.

3. From the file extension list, select All files (*.*)
4. Hold the Shift key down and select the .bdl and .xml files. Then click the Open button. Both files are listed on the Select



files page.

5. Click the Import button. HP Web Jetadmin imports both files.
6. HP Web Jetadmin displays a success message on the Result page. Click the Done button. Both files are now listed in the Solutions Repository.

NOTE: When using HP Web Jetadmin 10.4 and later, the .bdl file is not listed, but it has been successfully imported into the Solutions Repository.

NOTE: The Solutions Repository is available in the following location when the HP Web Jetadmin 10.4 SR1 and later service runs as a network service:

C:\Windows\ServiceProfiles\NetworkService\AppData\Local\HP Inc\HPWebJetadmin\WjaService\config\Chaillet
HP Web Jetadmin 10.4 and earlier uses the path Hewlett Packard instead of HP Inc.

NOTE: It is possible to verify that the files are available in the Solutions Repository by downloading the files from a client PC from the following location:

Imported FileName is the name of the .bdl manifest file. This verification also validates that the firewall is allowing the file download.

7. Continue with step 6.

5. Host the .xml file on the HP Web Jetadmin server and host the .bdl file on another server:

1. Click the Browse button.
2. On the Open Application dialog, navigate to and select the .xml manifest file, and then click the Open button.

NOTE: The manifest file must have UTF-8 encoding.

3. On the Select files page, select the .xml manifest file, and then click the Import button. HP Web Jetadmin imports the file.
4. HP Web Jetadmin displays a success message on the Result page. Click the Done button. The imported manifest is listed in the Solutions Repository.
5. Continue with step 6.

6. Edit the imported .xml file and specify the .bdl location:

1. Select the imported manifest file, and then click the Edit button.
2. Add the Application URL.

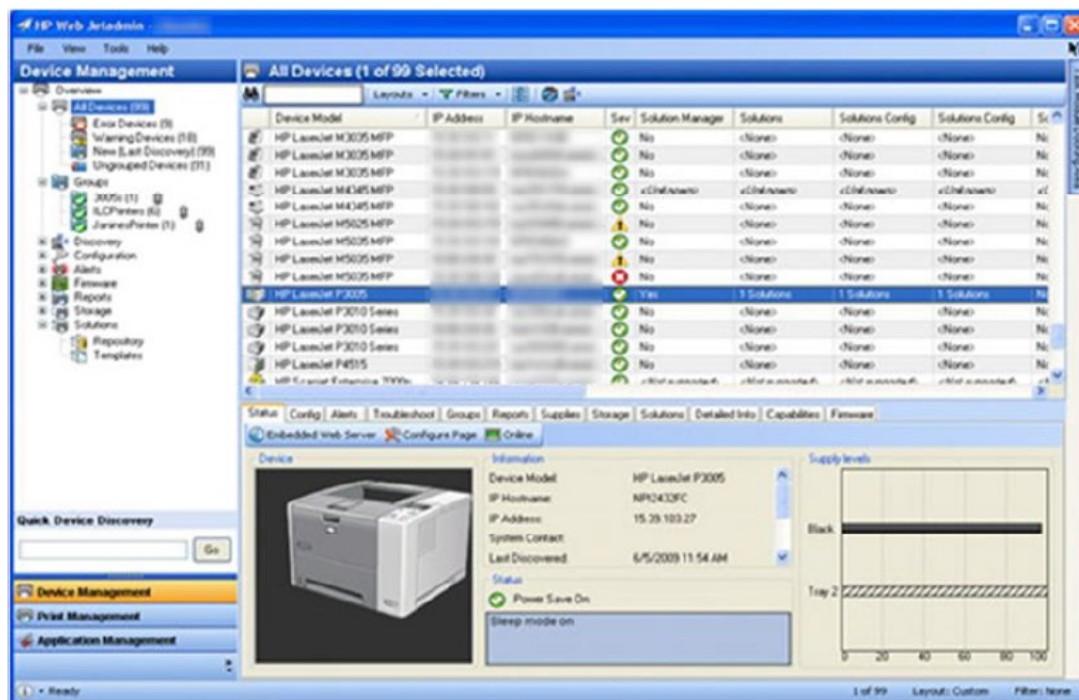
Imported File Name is name of the .bdl manifest file

3. If the .bdl file is hosted on another server, the URL from the hosting server that points to the .bdl file must be used.

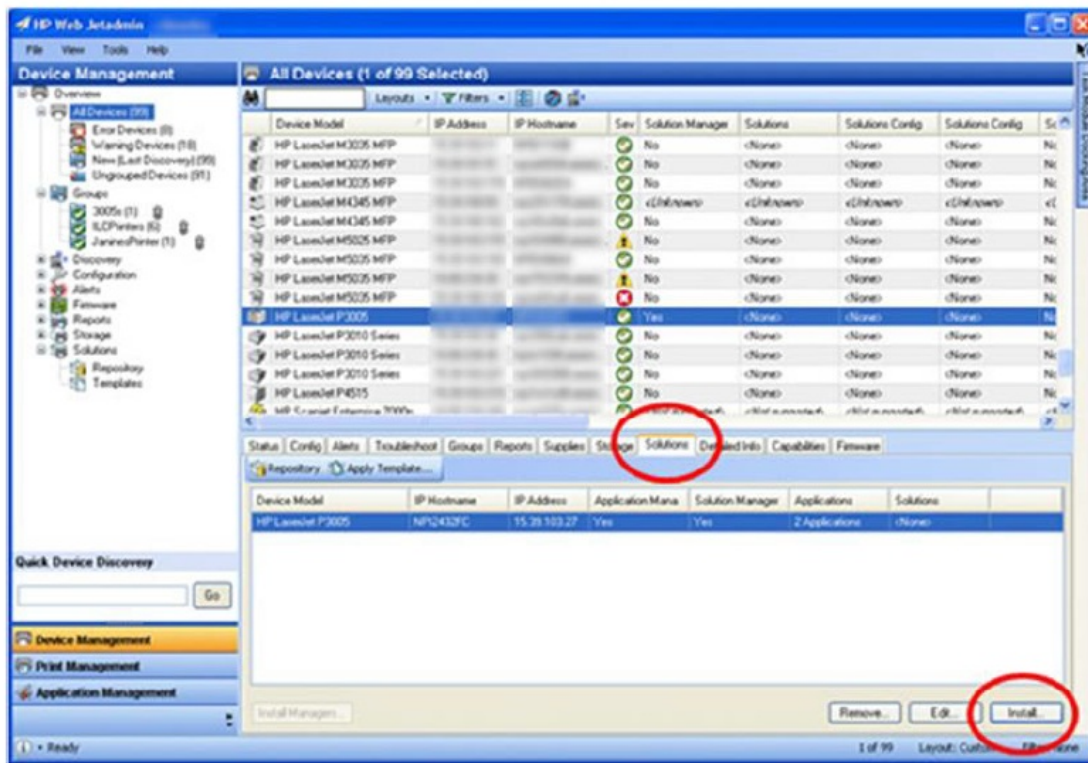
7. Click the OK button to save the changes.
8. Select the solutions (manifest file) that was added to the Solutions Repository, and then click the Install button.
9. Select the devices on which to install the solution, and then click the Next button.
10. Click the Install button.

Install solutions on one or more devices from the device list

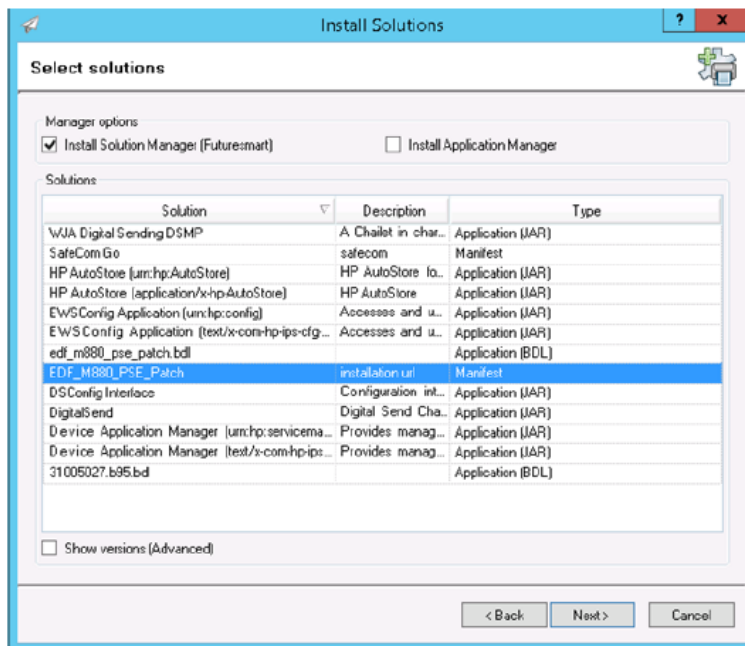
1. Display a device list in HP Web Jetadmin.
2. Select the devices on which to install the solution



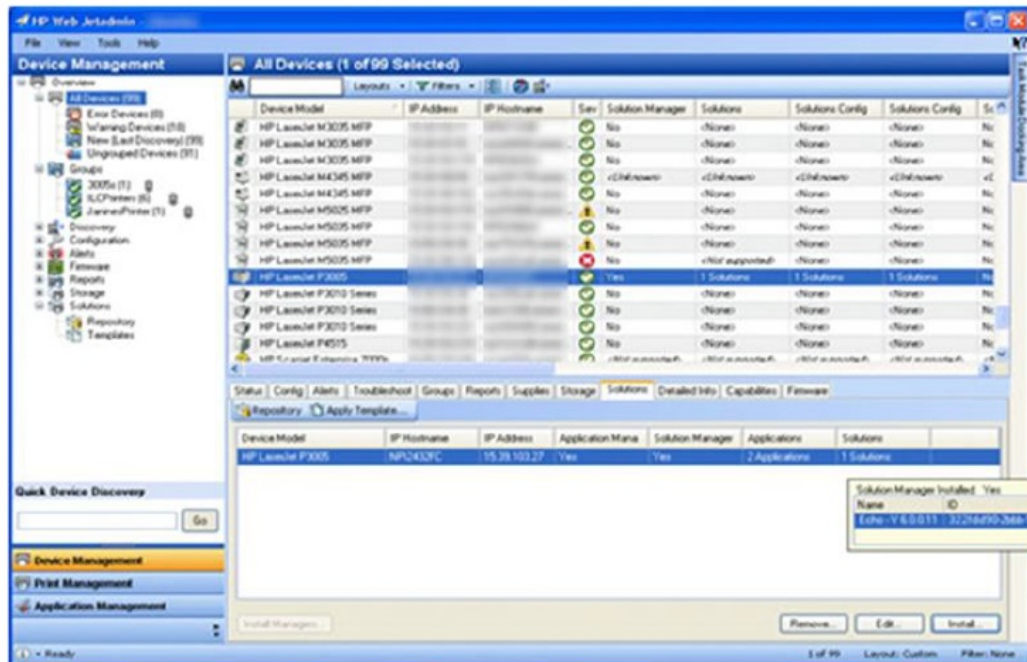
3. Click the Solutions tab, and then click the Install button.-or- In the Device Management navigation pane, right-click Solutions, and then select Install solution. The Install Solutions wizard starts



4. On the Select options page, select Specify Solution, and then click the Next button. The Select solutions page is displayed

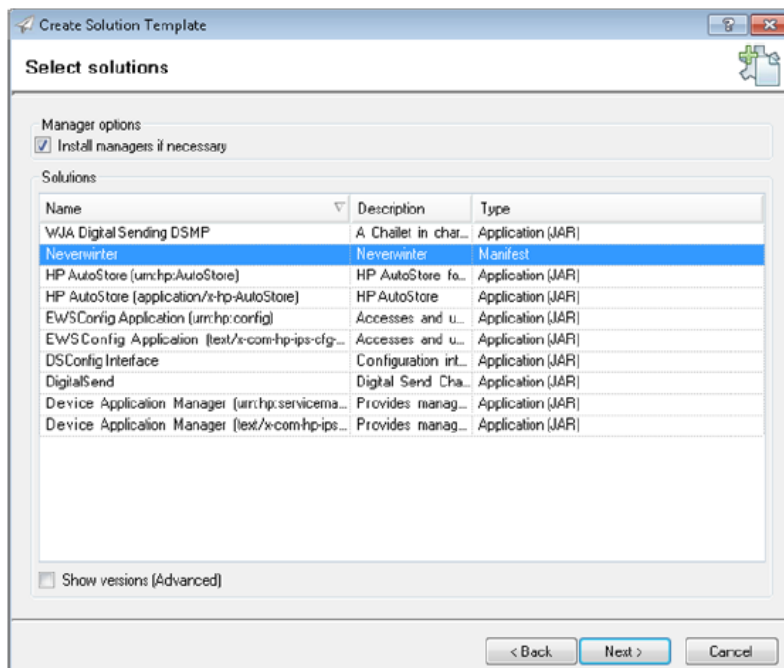


1. The Install Solution Manager (FutureSmart) check box is selected by default. This option automatically installs the Solution Manager on FutureSmart device before trying to install the solution. For non-FutureSmart devices, select the Install Application Manager check box instead.
NOTE: HP Web Jetadmin version 10.4 SR1 and earlier had one check box called Install Managers if necessary, and would try to install the Solution Manager and Application Manager. Warning messages displayed in the results screen, as they were device specific.
2. All of the solutions in the repository are displayed, including solutions and chailets. The Install Solutions wizard can install both. You can sort the list by using the Type column.
3. The Show versions (Advanced) check box is helpful only when installing chailets (not solutions) because solutions do not have versions.
5. Select the .jar file or manifest (.bdl solution) file, and then click the Next button.
6. When selecting a manifest file, the Edit solution settings page opens. For instructions on configuring these settings, see step 6 in Install a .bdl solution on a device on page 14.
7. When the installation is complete, the Solutions tab for the devices indicates that the solution is installed.

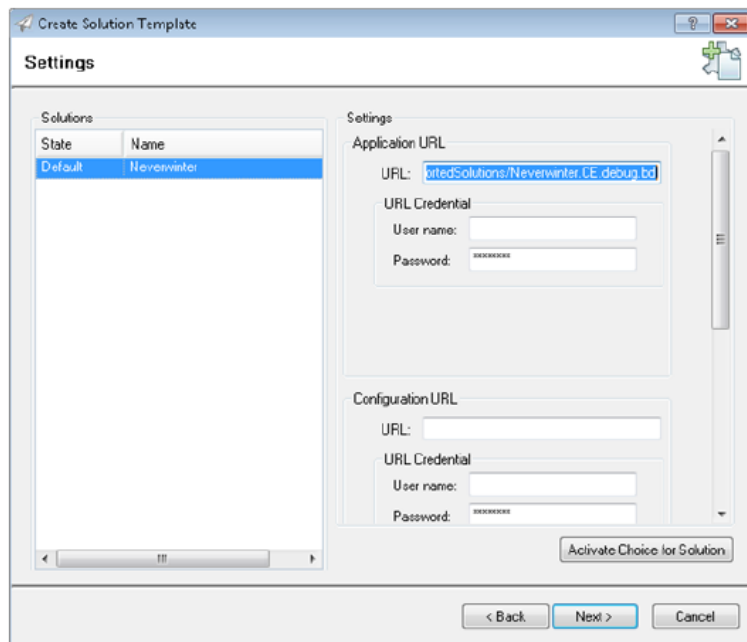


Create a solution template for .bdl and .jar solutions

1. In the Device Management navigation pane, right-click Solutions, and then select Create solution template.
2. Select the Install option, and then click the Next button.
NOTE: The Edit option is used to set or unset configuration or license parameters. The Remove option is used to remove a solution.
3. For a .bdl solution, select a manifest file, and then click the Next button. Continue with step 4. -or- For a .jar solution, select the corresponding application (JAR) solution, and then click the Next button. Continue with step 5.



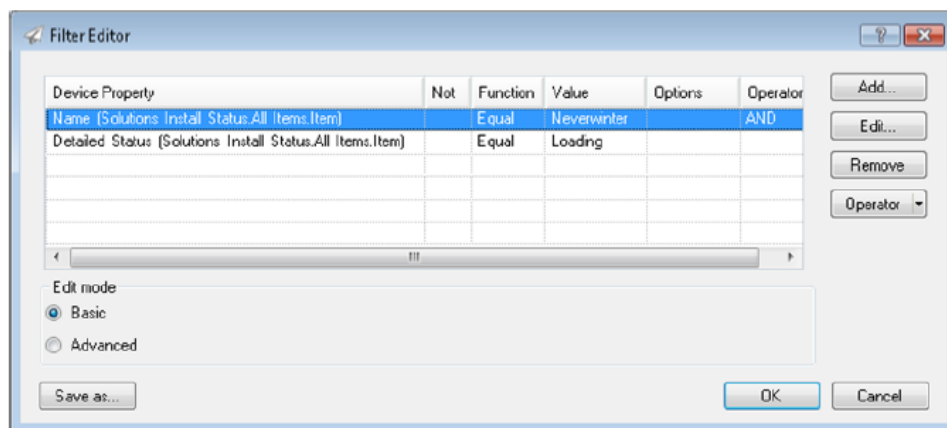
4. BDL solution only:
 1. On the Settings page, enter the URL for HP Web Jetadmin in the Application URL group. For example, enter <http://10.10.12.24:8000/ImportedSolutions/Neverwinter.CE.debug.bdl>.



2. Click the Activate Choice for Solution button to associate the entered values with the highlighted solution
3. Click the Next button.
4. On the Specify template name page, enter a name in the Name field, and then click the Next button.
5. On the Confirm page, click the Create Template button
5. **JAR solution only:**
 1. On the Specify template name page, enter a name in the Name field, and then click the Next button.
 2. On the Confirm page, click the Create Template button

Create filters to track the progress of groups

1. Create two automatic groups. One group is used to track the progress of solution installations in process. The other group is used to track solution installations that are completed.
2. For the installations in process group, use the Solutions Install Status column to set the filter. Create one filter that has Device Property set to Name and Operator set to AND. Create another filter that has Device Property set to Detailed Status and Value



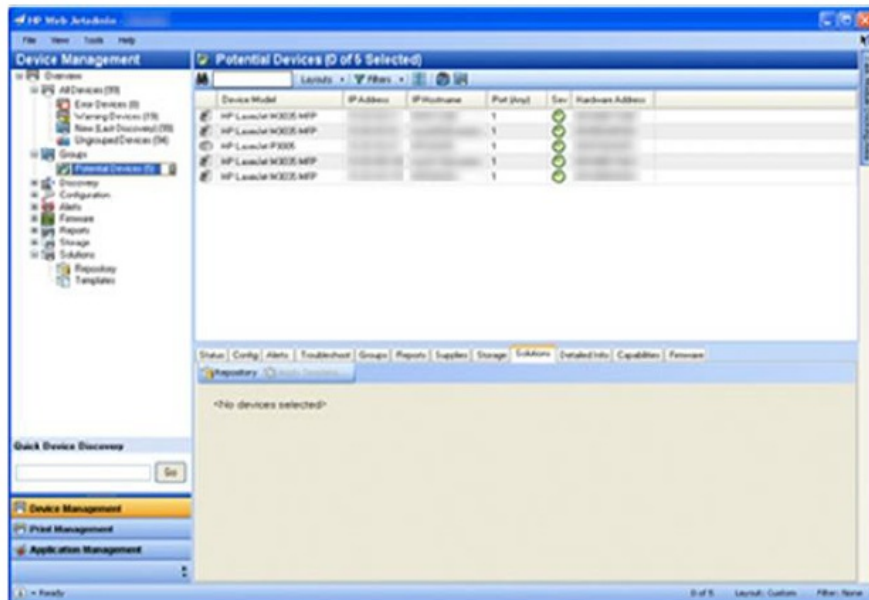
- set to Loading.
3. For the completed installations group, use the Solutions Install Status column to set the filter. Create one filter that has Device Property set to Name and Operator set to AND. Create another filter that has Device Property set to Detailed Status and Value set to Loaded.

Use an automated workflow to install a solution on a fleet of devices

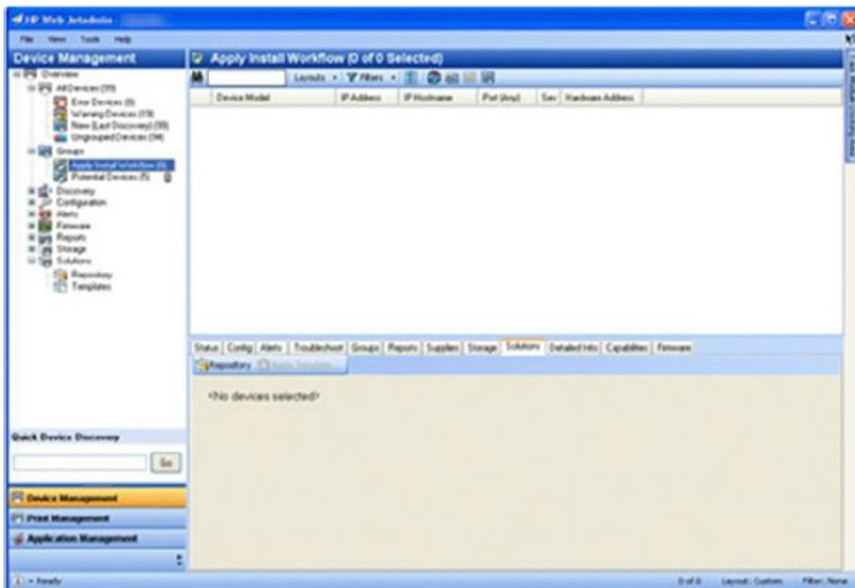
After a solution is installed and a solution template is created, a workflow to install the solution on a fleet of devices can be created. This workflow requires an automatic group of eligible devices and a policy that installs the solution.

The following steps outline this process:

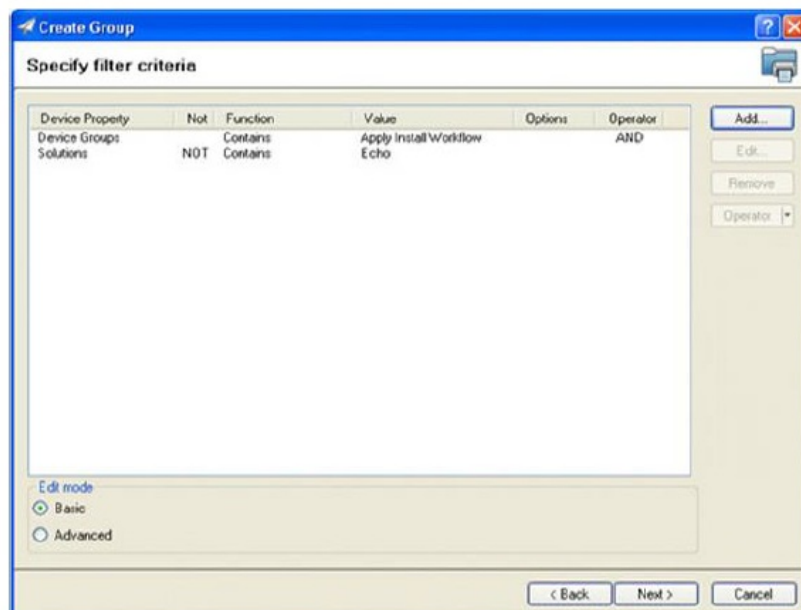
1. Create an automatic group (for example, Potential Devices). Because this is an automatic group, a filter is required to control membership. For this example, the filter selects two device models—HP LaserJet M3035 MFP and HP LaserJet P3005. This automatic group finds all applicable devices and provides a starting point for the installation workflow (Figure 24).



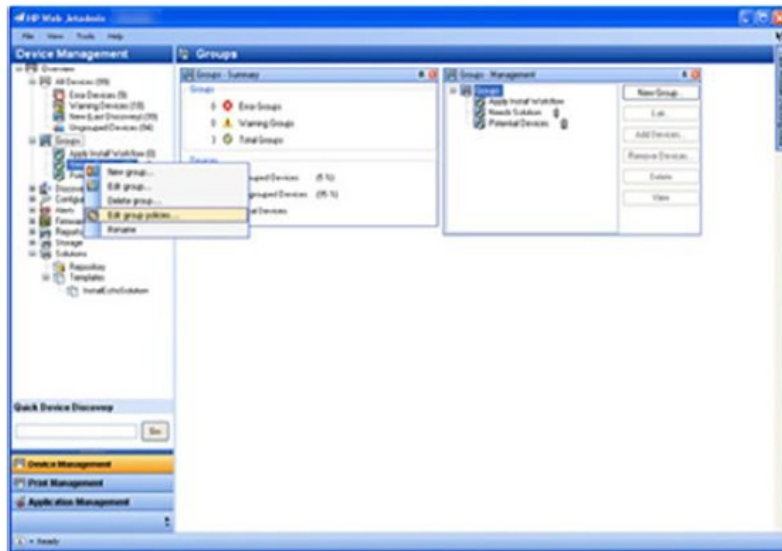
2. Create a manual group (for example, Apply Install Workflow). A manual group is initially empty.



3. Create an automatic group (for example, Needs Solution). The filter adds devices to the group if they meet the criteria.

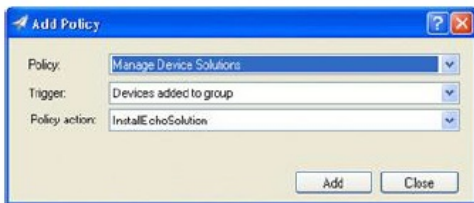


4. Add a policy to the Needs Solution automatic group. In the Device Management navigation pane, right-click the group, and then

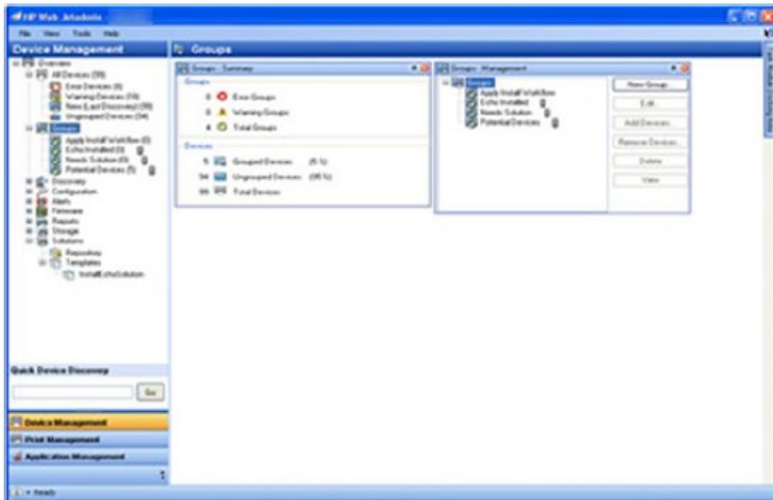


select Edit group policies.

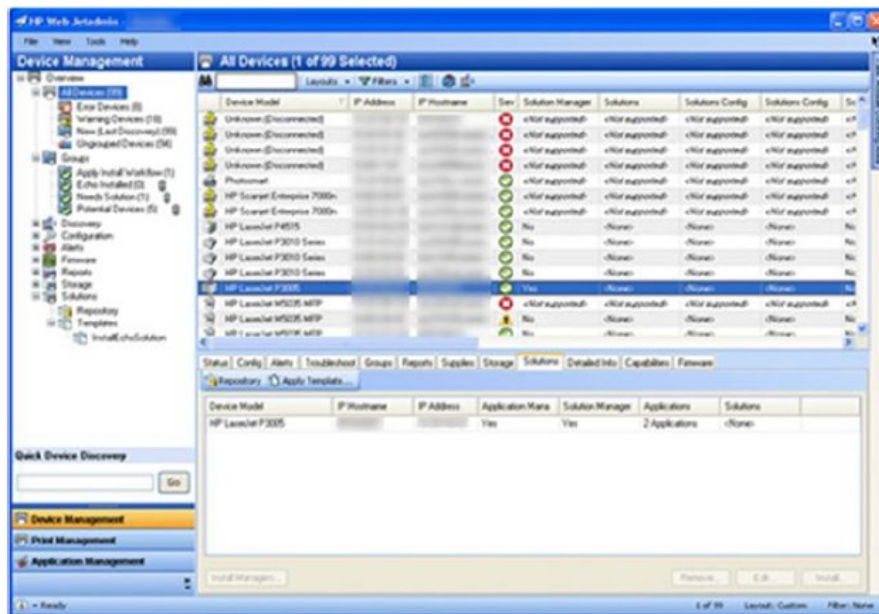
5. On the Add Policy page, select a policy, a trigger, and a policy action. Then click the Add button.



6. On the Confirm page, click the Save Policies button
7. Create another automatic group named Echo Installed with a filter that adds devices to the group if they are in the Apply Install Workflow group and have the Echo solution installed. Figure 29 shows the final group structure



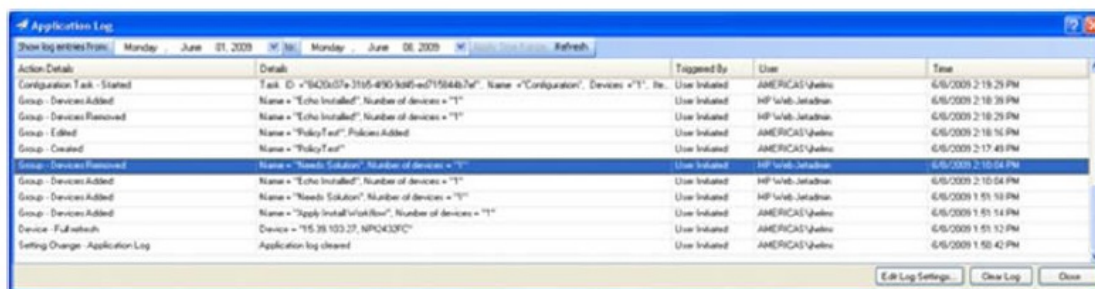
8. To test the workflow, add a device that is in the Potential Devices group to the Apply Install Workflow group. The automatic group policy on the Needs Solution group checks the device in the Apply Install Workflow group to see if Echo is installed. If Echo is not installed on the device, the device is added to the Needs Solution group. This triggers the group policy to run the Install Echo Solution template on that device. After the solution is installed, the device should be removed from the Needs Solution group and added to the Echo Installed group. Figure 30 provides an example.



After a period of time, the number of devices in the Apply Install Workflow group equals the number of devices in the Echo Installed group and the number of devices in the Needs Solution group is 0.

If the number of devices in the Needs Solution group is greater than 0, the Echo Solution was not installed on those devices. Troubleshooting is covered later in this white paper.

9. The application log in HP Web Jetadmin shows which tasks have run. The log might be helpful in troubleshooting. Figure 31 shows some expected entries for this workflow. The entries show how the device was added to the Apply Solution Workflow group, then added to the Needs Solution group, and finally added to the Echo Installed group. The device was also removed from the Needs Solution group after Echo was installed



Add new devices to a managed fleet

Now that there is a workflow established to install the Echo solution on a fleet of devices, what happens when a new device that needs this solution is added to the fleet? The solution can be installed on a single new device by using the Install Solutions wizard, which was demonstrated previously in this white paper.

Add devices to a managed fleet using a workflow

- The workflow approach to adding new devices to a managed fleet provides time-saving benefits. To begin, find the new devices in the All Devices list, and add them to the Apply Install Workflow group. The automatic groups and group policies already established determine if the Echo solution is installed on the new devices. If not, the Echo solution is installed.
- Over time, changes to the workflow might be required. For example, if a new device model is added, it might be useful to edit the filter used to populate the Potential Devices group so that the new model is included.

Upgrade solutions with HP Web Jetadmin

This section assumes that there is a solution already deployed that must be upgraded. This example shows how to upgrade from Echo V6.0 to Echo V7.0.

Single device

A workflow allows a solution version to be automatically installed on a target group of devices. When a new solution version is released, the workflow must be updated accordingly or disabled. Failure to do so results in the existing workflow automatically reinstalling the old solution version on the target group of devices

Following the example previously demonstrated, this can be accomplished by making sure that the target device is not a member of the Apply Solution Workflow group.

1. Make sure that the device is not in the workflow as discussed previously.
2. Remove the solution from the device.
3. Install the new solution.

Fleet of devices using a workflow

To use the existing workflow to upgrade a solution on a fleet of devices, determine what changes are needed to the workflow. The sample workflow has the following groups:

- Apply Install Workflow
- Echo Installed
- Needs Solution
- Potential Devices

The following changes are needed to accommodate a solution upgrade

1. Edit the Install Echo Solution template to install the new version.
2. Edit the Needs Solution group filter to test for the fully specified Echo name, including the version.
3. Edit the group filter for the Echo Installed group to also test for the Echo version number.
4. Remove the old version of the Echo solution from all the devices in the Echo Installed group.
5. HP Web Jetadmin applies the new workflow.

Change the configuration or license parameters with HP Web Jetadmin

- After a solution is installed, it might be necessary to change the configuration or license parameters, which are the URLs and optional credentials supplied when the solution is installed.
- One way to accomplish this is to uninstall the solution, and then reinstall it with the new parameters. However, this approach might cause a loss of internal solution data.
- A better approach is to edit the solution configuration or license parameters. For more information about unsetting the parameters, see Unset the configuration or license parameters with HP Web Jetadmin on page 28. This approach updates the solution parameters without adversely affecting other solution characteristics.

Single device

In this example, the location of the configuration depot is being changed from <http://oldconfigdepot> to <http://newconfigdepot>.

1. Make sure the device is not in the workflow.
NOTE: In the installation workflow created previously, if the device that needs to be edited is in the Apply Install Workflow group, the workflow tries to reinstall the old solution version with the old configuration or license parameters while they are being changed. Remove the device from the workflow by removing it from the Apply Install Workflow group.
2. Select the device in the All Devices list.
3. Click the Solutions tab.
4. Select the device in the Solutions tab, and then click the Edit button.
5. Enter the URL or credential changes needed.
6. Click the Apply to selected device button.
7. Finish the Edit Solution wizard.
8. Make sure that the task completed successfully.

Fleet of devices using a workflow

The same example as for a single device is used here—the location of the configuration depot is being changed from <http://oldconfigdepot> to <http://newconfigdepot>.

The example workflow has the following groups:

- Apply Install Workflow
- Echo Installed
- Needs Solution
- Potential Devices

The following changes are needed to accommodate a configuration depot change:

1. Edit the configuration parameters for the Install Echo Solution template to point to the new configuration depot. This ensures that the correct configuration parameters are applied to any new devices added to this workflow.
2. Run an Edit solution task to update the configuration parameters on all the devices in the Echo Installed group.
3. View the results for the task to make sure that the change is applied successfully. Provide credentials for any devices that require them.

Unset the configuration or license parameters with HP Web Jetadmin

- After a solution is installed, it might be necessary to unset the configuration or license parameters, which are the URLs and optional credentials supplied when the solution is installed.

- One way to accomplish this is to uninstall the solution, and then reinstall it without configuration or license parameters. However, this approach might cause a loss of internal solution data.
- A better approach is to use the solution configuration or license parameters. This approach unsets the solution parameters without adversely affecting other solution characteristics.

Single device

In this example, the location of the configuration depot is being changed from `http://oldconfigdepot` to having no configuration depot.

1. Make sure that the device is not in the workflow.

NOTE: In the Install workflow created previously, if the device that needs to be edited is in the Apply Install Workflow group, the workflow tries to reinstall the old solution version with the old configuration or license parameters while they are being changed. Remove the device from the workflow by removing it from the Apply Install Workflow group.

2. Select the device in the All Devices list.
3. Click the Solutions tab.
4. Select the device in the Solutions tab, and then click the Edit button.
5. Select the Unset option.
6. Click the Apply to selected device button.
7. Finish the Edit Solution wizard.
8. Make sure that the task completed successfully.

Fleet of devices using a workflow

The same example as for a single device is used here—the location of the configuration depot is being changed from `http://oldconfigdepot` to having no configuration depot.

The example workflow has the following groups:

- Apply Install Workflow
- Echo Installed
- Needs Solution
- Potential Devices

The following changes are needed to accommodate a configuration depot unset:

1. Edit the Install Echo Solution template, updating the configuration parameters to not specify a configuration depot. This ensures that the correct configuration parameters are applied to any new devices added to this workflow.
2. Run an Edit solution task to unset the configuration parameters on all devices in the Echo Installed group.
3. View the results for the task to make sure that the change is applied successfully. Provide credentials for any devices that require them.

Monitor the status of a solution on a device with HP Web Jetadmin

The workflow portions of the previous section provided ways to monitor whether or not a solution is installed. For example, in Use an automated workflow to install a solution on a fleet of devices on page 22, only devices with the solution installed became members of the Echo Installed group.

Display additional information

More detailed information is available by viewing the Solution Run Detailed Status column.

The following steps are required:

1. Decide which status fields need to be monitored.
2. Add these fields to the device list. These fields can also be added to groups.

View additional status in an email

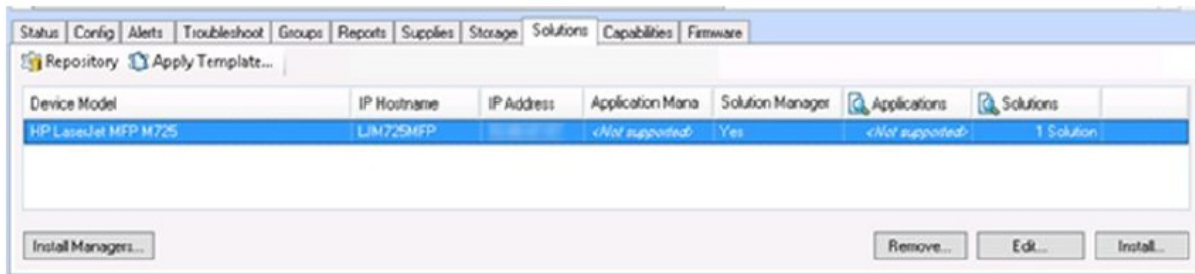
- Additional solution status information is of interest when device traps occur. It is possible to include this information in the email that HP Web Jetadmin generates when device traps occur.
- For this example, the detailed run status of the solution is of interest when the device toner level low trap occurs.

The following steps are required:

1. Create a custom email template to include the detailed solution run status.
2. Subscribe to toner low alerts on the devices of interest using the custom email template created previously.
3. This email, including detailed solution status information, is sent whenever one of the devices goes into a toner low state.

Uninstall a solution with HP Web Jetadmin

To uninstall a solution, click the Solutions tab, click on the line with the device model, and then click the Remove button.



NOTE: When a solution is removed, the device might automatically turn off and then turn on. 30

After the solution is removed, the applications must still be removed as well. Click the Config tab, expand the Device category, and then select the OXPD Device Functions configuration option. Select the applications to be removed, and then click the Apply button.

Uninstall a .bdl solution from the HP Web Jetadmin Solutions Repository

Solutions can be uninstalled from HP Web Jetadmin. Select the solutions in the Solutions Repository, and then click the Delete button.

However, a .bdl/solution file cannot be uninstalled using HP Web Jetadmin because the .bdl file/solution is not displayed in the Solutions Repository. To uninstall a bdl/solution file, the file must be deleted from the directory where HP Web Jetadmin is hosting the solution: C:\Windows\ServiceProfiles\NetworkService\AppData\Local\HP Inc\HPWebJetadmin\WjaService\config\Chailt

Troubleshooting

Troubleshoot solution management with HP Web Jetadmin

Issue	Possible resolution
Installation issues	<p>If the solution is not installing on the device, make sure that the EWS Password column in HP Web Jetadmin shows Enabled for the device.</p>
Display solution information in device lists	<p>Adding additional solution information to device lists is covered in Monitor the status of a solution on a device with HP Web Jetadmin on page 30.</p> <p>The Results screen for the Import Solutions displays: Error. Imported file is not a solution or duplicate entry found in repository. This might be caused by one of the following:</p> <ul style="list-style-type: none"> · The XML file has UTF-16 in the header instead of UTF-8.
Import Solution Failed	<ul style="list-style-type: none"> · A file with the same name has already been imported and is available in the following location: <p>C:\Windows\ServiceProfiles\NetworkService\AppData\Local\HP Inc\HPWebJetadmin\WjaService\config\Chaillet</p> <ul style="list-style-type: none"> · The solution or manifest file does not have the correct extension (*.bdl, *.jar, or *.xml). <p>If the filter created to control group membership does not seem to be working, one or more of the following steps might be helpful:</p>
Filters	<ol style="list-style-type: none"> 1. Build the filter in pieces. For example, if a filter is needed for a specific device model, amount of installed RAM, and firmware revision, add the conditions one at a time. View the group contents as the filter is expanded to make sure that the filter is working properly. 2. When using the Contains filter, it is easy to enter text that does not quite match. To check this, add the column to an HP Web Jetadmin device list and view the column contents. Any line in an HP Web Jetadmin device list can also be highlighted, copied, and pasted into a text editor. The device list can also be exported for further inspection. <p>If the template created to install solutions does not seem to be working, one or more of the following steps might be helpful:</p>
Templates	<ol style="list-style-type: none"> 1. View the template and carefully check the edit settings for the application depot. 2. Browse to the specified location to verify that the application depot is functional. Paste the URL in a browser to determine if it is valid.
Group policies	<p>HP Web Jetadmin has an application log that describes the actions taken and can help determine if the group policy ran. To access this log, go to Tools > Application Log. Entries should appear indicating that a task for the policy started and completed.</p>

Issue	Possible resolution
Testing URLs	Browse to the application depot, configuration depot, or license depot to determine the validity and responsiveness. Paste the URL in a browser to determine if it is valid.
The solution is installed, but it is not running	In this case, the solution is listed as being installed on the device. Checking one or more of the additional solution status fields is helpful. For example, the Solutions Run Status column might show Failed to load.
Background tasks	HP Web Jetadmin has an application log that describes the actions taken and can help determine if the group policy ran. To access this log, go to Tools > Application Log. Entries should appear indicating that a task for the policy started and completed.

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Documents / Resources



[hp Solution Installer in HP Web Jetadmin](#) [pdf] User Guide

Solution Installer in HP Web Jetadmin, Solution Installer in HP Web Jetadmin, in HP Web Jetadmin

References

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