

# HP Web Jetadmin Report Generation Plug-in Readme File



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Supports HP Report Generation Plug-in 3.1 for HP Web Jetadmin 8.1

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# 1 Introduction

This Readme file provides feature details, specific system requirements, and other information that users should know before installing and using HP Report Generation Plug-in for HP Web Jetadmin 8.1.

- [Summary](#)
- [Release notes](#)
- [Finding information about HP Report Generation Plug-in](#)
- [Contacting HP Support](#)

## Summary

HP Report Generation Plug-in is an application plug-in for HP Web Jetadmin 8.1 that extends HP Web Jetadmin 8.1 functionality. HP Report Generation Plug-in manages imaging and printing total cost of ownership across your business, is intuitive and cost-effective, and saves valuable IT time. It silently gathers data so you can schedule on-demand report and graph generation for trend analysis across any designated time period.

HP Report Generation Plug-in collects and stores printer usage data, allowing reports to be generated for:

- consumables tracking and trending
- asset tracking and trending
- error log tracking and trending
- by-user tracking and trending
- by-job tracking and trending
- by-application tracking and trending
- usability (page counts)
- HP SureSupply ordering

Using the HP Web Jetadmin 8.1 device list and device groups, HP Report Generation Plug-in can collect data for a single device for a group of devices or for all devices. The data is stored in an external database, not with the HP Web Jetadmin 8.1 printer data.

## Release notes

### New Features in this release of HP Report Generation Plug-in 3.1:

- Data Collection was taking a long time to complete due to invalid page count requests to the printers. RGP now only asks for appropriate page counts based on the printer model.
- Data Collection algorithm was improved to insure all printers get processed, even if one data collection overlaps another data collection.
- See Late Breaking Information section for any additional information.

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 **NOTE:** This version of HP Report Generation Plug-in supersedes previous versions.

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### Features added in the release of HP Report Generation Plug-in 3.1.3748 (December 2007)

- An option called Device Groups Display Preference is now available under Report Generation/ Preferences to display the stored data column when generating a report or viewing collection schedules. If unchecked, no algorithm will be run to determine if data is stored for each group, significantly improving the time it takes to display the groups when generating a report.
- The Forecast : By Supply : Time Interval Summary report now displays the correct information for the Fuser Kit under the Estimated Quantity Forecast column.

- The number of Devices and number of Groups are now displayed on the Data Collection/Available Device Groups page and on the Create Report page. The format is: Displaying xx Groups and xx Devices.
- The RGP data collection algorithm for calculating future consumable usage has been improved, making it more accurate.
- The RGP data collection algorithm for determining page count inconsistencies has been improved, minimizing situations resulting in anomalies.

#### Features added in the release of HP Report Generation Plug-in 3.1.3690 (July 2007):

- Support for Microsoft SQL Server 2005 now requires the SQL Server Native Client (sqlncli.msi) to be installed on the SQL Server
- Resolved Data Collection issue involving Microsoft SQL Server 2005 where data was being lost due to a Connection Busy error
- During Data Collection, the number of devices displayed is now accurate
- For Media Utilization/Job Type reports, removed the Outgoing Fax counts from the Digital Send Pages column since this data is captured and displayed separately in the Outgoing Fax Pages column
- Removed Digital Send Pages and Incoming Fax Pages columns from the By-User reports since they were never implemented properly (these columns provide accurate data in the non-By-User Media Utilization reports)
- By-User reports for the HP CM8050 and CM8060 Color MFP printers now display the correct page count values for each user

#### Features added in the release of HP Report Generation Plug-in 3.1.3632 (April 2007):

- RGP reports can now be scheduled on a daily basis
- The Inconsistent Device Data Log can now be exported
- For the Device Detail : Supplies Use : By Supply report, the Average Supply Coverage column now displays the correct data
- When logged in to HP WJA using a non-Admin profile that has the SMTP configuration ability disabled (under General settings/Profile Administration/Permissions/Disable Pages), you are now able to set up a schedule for an RGP report
- In the RGP Error Log, the generic error message of "DAO operation failed" has been replaced with more meaningful messages; actual message displayed will depend on the error situation being addressed
- For the Gather Now function, multiple Groups can now be selected
- In the Device Detail : By Device : Current Status Inventory report, the Total Number of Devices stated at the top of the report now matches the total at the bottom of the Report
- Accuracy around the data collection process when inconsistent page counts occur has been improved; data is no longer lost
- For the By-User reports of Device Pages : Job Type : By User and User Pages : Job Type : By Device, the Digital Send Pages and Incoming Fax Pages columns have been invalid due to printer limitations, so these columns have been removed

- For reports dealing with Supplies, RGP had been using the wrong printer object on some printers when determining the Maximum Toner Capacity for specific supplies; the correct value is now used. For printers that do not support this value, N/A will be displayed as the Maximum Toner Capacity value
- In certain configurations, the status of the Scheduled Data Collections ("Processing (XX/YY)") was not being refreshed correctly; now it is refreshed correctly
- Removed Digital Send and Fax columns from By-User reports since they do not apply in these reports

### Features added in the release of HP Report Generation Plug-in 3.1.3544 (November 2006):

- New Report – Device Detail : Supplies Use : By Supply Report for showing supplies usage over time
- New Report – Generic Supplies Ordering : By Supply : Time Interval Summary Report for ordering HP supplies
- New Report – Device Pages : Simplex/Duplex : By User Report for showing single and double-sided printing usage by user
- New Report – User Pages : Simplex/Duplex : By Device Report for showing single and double-sided printing usage by device
- Improved accuracy by insuring collected data is validated to be consistent and accurate
- Improved usability – simplified the Navigation tree
- Added Status indicator for Data Collection schedule
- Added ability to create a Save To File schedule for HTML and CSV formats
- Added ability to modify body of email message for a scheduled report
- Resolved issue where By-User data was not being collected
- Improved format of reports being exported in CSV format
- Resolved issue on how printer errors were being reported in the wrong format
- Added support for additional printer error code types
- Resolved issue where By-User counts for Digital Send pages were not being captured
- Added support for Microsoft SQL Server 2005
- Added support for MySQL 5.0

## Finding information about HP Report Generation Plug-in

HP Report Generation Plug-in consists of two components: HP Database Connector Plug-in and HP Report Generation Plug-in itself.

The HP Database Connector Plug-in component is an application plug-in that provides an interface between HP Report Generation Plug-in and a database management system. This allows HP Report Generation Plug-in to share data without conflicting with other data in the database. The HP Database Connector Plug-in component is actually integrated into the HP Report Generation Plug-in component, so that when HP Report Generation Plug-in is installed, both components are automatically installed.

Once it is installed within HP Web Jetadmin 8.1, use HP Database Connector Plug-in to select the desired database for HP Report Generation Plug-in to use.

The core function of the HP Report Generation Plug-in component is to collect data and generate reports. It creates the tables that it uses in the database.

HP Report Generation Plug-in supports the following database management systems:

- Microsoft Access version 2003
- MySQL Server version 5.0
- Microsoft MSDE (Microsoft SQL Server Desktop Engine) version 2000
- Microsoft SQL Server version 2005

HP Report Generation Plug-in selects Microsoft Access by default, which makes use of HP Report Generation Plug-in very simple. However, Microsoft Access has a 2-GB limitation. If you anticipate collecting large amounts of data on many devices (over 1000), you might consider using Microsoft SQL Server or MySQL Server to manage the volume of data being captured over time. In any case, at least 1 GB of space must be available.

See the HP Report Generation Plug-in Installation Guide for more information about installing and configuring HP Report Generation Plug-in and HP Database Connector Plug-in. You can access the Installation Guide at [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin). Click on the HP Web Jetadmin 8.1 Support Information link in the upper-right gray box and then scroll down to Report generation plug-in under HP Application plug-in components.

For details on using HP Report Generation Plug-in, you can access the HP Web Jetadmin HP Report Generation Plug-in reference manual via Help from within HP Web Jetadmin 8.1. To do this, select **Report Generation** under Navigation. Double-click on **Help** and then click **Reference Manual**. This Help function provides a hypertext index of the Help topics and a glossary of key terms. Context Help is also available within HP Report Generation Plug-in anywhere there is a blue question mark. Just click on one of these question marks to provide a What, Why, and How synopsis of the selected term.

For details on using HP Database Connector Plug-in, you can access the HP Database Connector Plug-in reference manual via Help from within HP Web Jetadmin 8.1. To do this, select **External Database Connector** under Navigation. Double-click on **Help** and then click **Reference Manual**. This Help function provides a hypertext index of the Help topics and a glossary of key terms. Context Help is also available within HP Database Connector Plug-in anywhere there is a blue question mark. Just click on one of these question marks to provide a What, Why, and How synopsis of the selected term.

## Contacting HP Support

If you have an issue requiring customer support, please contact the HP Customer Care Technical Center using one of the methods described at:

[www.hp.com/support](http://www.hp.com/support)



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## 2 System requirements

This section outlines system and software requirements and lists supported browsers and databases.

- [Hardware requirements](#)
- [Software requirements](#)
- [Supported databases](#)
- [Supported browsers and screen requirements](#)

## Hardware requirements


In general, hardware and software requirements are defined by HP Web Jetadmin 8.1. Refer to the HP Web Jetadmin 8.1 Readme file for details. You can access this file at [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin). Click on the **HP Web Jetadmin 8.1 Support Information** link in the upper-right gray box and then scroll down to the link for this file.

## Software requirements

HP Report Generation Plug-in 3.1 requires HP Web Jetadmin 8.1 to be installed. It is supported on the following platforms:

- Windows Server 2003 R2
- Windows XP Professional Service Pack 2
- Windows 2000 Professional, Server, or Advanced Server - Service Pack 4 Update Rollup 1
- Windows Vista Business Edition and Enterprise Edition

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 **NOTE:** HP Report Generation Plug-in is not supported with HP Web Jetadmin 8.1 installed on a Linux server.

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Sun's JRE (Java Runtime Environment) is required on the HP Web Jetadmin 8.1 server. Refer to the HP Web Jetadmin 8.1 Readme file to confirm supported Java versions. You can access this file at [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin). Click on the **HP Web Jetadmin 8.1 Support Information** link in the upper-right gray box and then scroll down to the link for this file.

## Supported databases

- Microsoft Access version 2003
- MySQL Server version 5.0
- Microsoft MSDE (Microsoft SQL Server Desktop Engine) version 2000
- Microsoft SQL Server version 2005

If choosing Microsoft SQL Server 2005, the Microsoft SQL Server Native Client must be installed.

To insure that any HP Report Generation Plug-in-collected data is not lost when using Microsoft SQL Server 2005, this newer Microsoft SQL Server Native Client (version 2005.90.1399.00 or above) must be installed on the same server that HP Web Jetadmin is installed on. This client is required to support the multiple accesses performed by HP Report Generation Plug-in, and should be used rather than Microsoft Data Access Components (MDAC) to take advantage of newer Microsoft SQL Server 2005 features.


The client can be downloaded from <http://msdn2.microsoft.com/en-us/data/aa937733.aspx>. Once on this page, click on the Get the SQL Native Client Redistributable Package link. Under the section Microsoft SQL Server Native Client, select X86 Package (sqlncli.msi). Save and then install this package (by double-clicking it) on the same server that HP Web Jetadmin is installed on.

To confirm the driver was installed successfully, go to **Start > Control Panel > Administrative Tools > Data Sources (ODBC)**. Select the **Drivers** tab, then look for **SQL Native Client** in the list of Drivers. If this entry is not in the list, it has not been successfully installed.

## Supported browsers and screen requirements

Microsoft Internet Explorer 6.0 and 7.0 are supported (when browsing from a Windows-based PC). Although other browsers might work, Microsoft Internet Explorer 6.0 and 7.0 are the only browsers tested by HP and supported with HP Web Jetadmin 8.1 when using HP Report Generation Plug-in.

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 **NOTE:** Browser must be Java-enabled.

**NOTE:** Browsing from Windows Me is not supported.

**NOTE:** Browsing from an Apple PC is not supported.

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For optimum viewing, you should set your monitor to the following settings:

- Screen resolution: 1024 by 768 pixels
- Color palette: at least 256 colors



# 3 Frequently asked questions

Question	Answer
What does HP Report Generation Plug-in do?	HP Report Generation Plug-in automatically collects printer data and generates predefined and customizable reports and graphs that can be viewed online or e-mailed, for a given printer or group of printers. It is intended to give IT Administrators the ability to easily collect and monitor data from printers for trending and usage information. Reports include page count, supplies status, equipment/accessory inventory, error logs, by-user tracking, by-application tracking, and SureSupply ordering.
What white papers are available for HP Report Generation Plug-in and where are they located?	<p>The following white papers on HP Report Generation Plug-in are available at <a href="http://www.hp.com/go/webjetadmin">www.hp.com/go/webjetadmin</a>. Click on the <b>HP Web Jetadmin 8.1 Support Information</b> link in the upper-right gray box and then scroll down to the Technical Whitepapers section. Updates to existing white papers and new white papers are added on a regular basis.</p> <ul style="list-style-type: none"><li>● HP Report Generation Plug-in 3.1 for HP Web Jetadmin 8.1: Overview, Benefits, Installation and Configuration</li><li>● HP Report Generation Plug-in 3.1 for HP Web Jetadmin 8.1: Supported Features Matrix</li><li>● Understanding the Various Reports Generated by HP Report Generation Plug-in</li></ul>
Is any data in the database lost when any/all current schedules are deleted?	No. Only the schedule is deleted.
Does HP Report Generation Plug-in support third-party printers?	Third-party printers have been minimally tested with this product. Only total page counts are displayed when generating a report for a third-party printer.
What specific versions of database applications are supported?	<p>The database management systems and versions supported by HP Database Connector Plug-in are:</p> <ul style="list-style-type: none"><li>● Microsoft Access version 2003</li><li>● MySQL Server version 5.0</li><li>● Microsoft MSDE (Microsoft SQL Server Desktop Engine) version 2000</li><li>● Microsoft SQL Server version 2005</li></ul>
How do you install the Microsoft SQL Server Native Client?	The Microsoft SQL Server Native Client is required when using HP Report Generation Plug-in to connect to Microsoft SQL Server 2005. This client must be installed on the same server that HP Web Jetadmin is installed on. The client can be downloaded at <a href="http://msdn2.microsoft.com/en-us/data/">http://msdn2.microsoft.com/en-us/data/</a>

Question	Answer
	<p><a href="#">aa937733.aspx</a>. Once on this page, click on the <b>Get the SQL Native Client Redistributable Package</b> link. Under the section Microsoft SQL Server Native Client, select <b>X86 Package</b> (sqlncli.msi). Save and then install this package on the same sever that HP Web Jetadmin is installed on. To confirm the driver was installed successfully, go to <b>Start &gt; Control Panel &gt; Administrative Tools &gt; Data Sources (ODBC)</b>. Select the <b>Drivers</b> tab, then look for <b>SQL Native Client</b> in the list of Drivers. If this entry is not in the list, it has not been successfully installed.</p> <p>After installing HP Report Generation Plug-in and configuring the Database Connector for SQL Server, you can confirm the Microsoft SQL Server Native Client is being used by going to <b>Start &gt; Control Panel &gt; Administrative Tools &gt; Data Sources (ODBC)</b>. Select the <b>System DSN</b> tab, then look for the <b>WJADB</b> entry in the list. Make sure this entry is associated to the driver SQL Native Client.</p>
<p>Is it possible to export data from HP Report Generation Plug-in to other applications?</p>	<p>The information contained in a generated report can be exported immediately or sent via e-mail in HTML or CSV.</p>
<p>When HP Report Generation Plug-in or HP Web Jetadmin 8.1 is uninstalled, is the information contained in the database lost?</p>	<p>No, not if Microsoft SQL Server, MSDE, or MySQL Server is being used. If Microsoft Access is being used, the .mdb file is deleted if a complete uninstall is selected. Always back up the database file before uninstalling</p>
<p>If HP Report Generation Plug-in is uninstalled, can the same database information be accessed and used if it is reinstalled?</p>	<p>Yes. If HP Report Generation Plug-in is uninstalled, the database will still exist, with the stored information unaffected. If the user installs HP Report Generation Plug-in again, the information can still be accessible as long as the HP Web Jetadmin 8.1 device grouping structure matches what was originally captured by HP Report Generation Plug-in.</p>
<p>For Simplex/Duplex Reports, how does HP Report Generation Plug-in calculate page count for duplex (double-sided) printing?</p>	<p>When reporting page counts for a duplexed print job, HP Report Generation Plug-in will count each sheet of paper as one page for the duplex column total. For the total pages printed column, each side of a duplexed print job will be counted as a separate printed page. For example, if a five-page document is duplex-printed, the total duplex pages printed column will report three pages (since three sheets of paper went through the printer) and the total pages printed column will report six pages (since six sides of paper went through the printer).</p>
<p>How is Total Usage Count calculated on the Media Usage Report?</p>	<p>Total Usage Count displays the quantity of various media types printed (both simplex and duplex) on a particular printer. It bases that quantity on a letter-size sheet of paper. It uses the media type "letter" as a constant, giving it a value of 1.0, and calculates all other media types as a multiple of this constant. For example, "legal" is displayed as the total number of sheets fed through the printer multiplied by a value of 1.3, since legal is slightly larger than letter size.</p>
<p>How accurate are the page counts?</p>	<p>HP Report Generation Plug-in features new improvements that validate the collected data to ensure accuracy. If suspect data is collected, HP Report Generation Plug-in logs the details and does not store the data.</p>
<p>Is there support for multiple printers connected to the network via an HP Jetdirect 3-port external device?</p>	<p>Yes. HP Report Generation Plug-in is able to collect data individually for each printer that is connected to each port on an HP Jetdirect 3-port external device. Only Total Page Count information is collected for non-HP printers.</p>

Question	Answer
Is Netscape supported by this Plug-in?	No. Only Microsoft Internet Explorer is supported.
In certain situations, when creating a graph, the Interval for Graph drop-down list does not match the Interval for Report drop-down list. Why?	The graphing function has a limit of 36 time intervals. If, for example, a report is generated that has more than 36 time intervals (such as a two-month report using daily intervals), the report itself will display all the information for each day. When generating a graph for this report, HP Report Generation Plug-in will either limit the options for displaying the time interval or predetermine the time interval so that the graph will display useful information.
Are Named Instances and Dynamic Port Allocation supported when using Microsoft SQL Server?	Yes. However, the client must be MDAC (Microsoft Data Access Components) 2.6 with Service Pack 2 or greater for Microsoft SQL Server 2000. For Microsoft SQL Server 2005, the Microsoft SQL Server Native Client must be installed. To enter a Named Instance, use the following syntax: Server Name\Instance Name in the Server field. In this case, a Dynamic Port is used, so the Port field is disabled.
After installing HP Report Generation Plug-in, the Report Generation and External Database Connector options do not appear in the Navigation tree drop-down list. How do I get them to display?	This situation is due to a refresh issue. Close and then reopen the browser to resolve this issue.
Does HP Report Generation Plug-in support printers with multiple HP Jetdirect devices installed?	No. HP Report Generation Plug-in reports a printer with multiple HP Jetdirect devices installed as multiple devices. HP Report Generation Plug-in cannot identify which HP Jetdirect device on the printer the print job came from. Report information such as page counts are inaccurate for printers with multiple HP Jetdirect devices installed. This configuration is not recommended for use with HP Report Generation Plug-in.
When using an HP Jetdirect external print server (300x or 500x) connected to an HP LaserJet 4200, the reported page count is not accurate. Why?	This situation is caused by a firmware issue with the HP Jetdirect device. Upgrading the HP Jetdirect firmware to X.08.47 or greater resolves this issue.
What is the recommended interval and time for data collection?	Typically, data should be collected no more than once a day. If more detailed information is required for some printers, hourly intervals are also available. The best time to collect data (and ensure the highest accuracy) is when the printers are still powered on but not in high demand.
How will HP Report Generation Plug-in handle printers with suspect serial numbers?	HP Report Generation Plug-in requires each printer to be unique. The printer's model number and serial number are compared to confirm uniqueness. If a printer has the same serial number as another printer of the same model, HP Report Generation Plug-in will not be able to capture data on either of these devices. Instead, the device information for these printers will be logged to a file that is viewable from the HP Report Generation Plug-in data collection page. If you find entries in this log file, it means HP Report Generation Plug-in is not capturing data for these devices. Before it can capture data, the serial numbers for these printers must be assigned a unique value. Please contact HP support to assist in this task.
When printing a report that has many columns, it appears the end of the report gets truncated. Why?	Due to limitations in HTML, reports with many columns may not be able to print all the columns. As a workaround, you can export the report to a CSV file, import it into Microsoft Excel, and then print it or modify it from there.
When using a non-English installation of HP Report Generation Plug-in, text displayed in a graph report may be in English instead of the localized language. Why?	Certain text in a graph report (like the text for x-axis, y-axis, and graph key labels) will show as English if a localized font is not installed. This typically happens when a double-byte

Question	Answer
	language is being used (like Japanese, Korean, Traditional Chinese, or Simplified Chinese). Installing a localized font (like Arial Unicode font) on the HP Web Jetadmin 8.1 server will resolve this issue.
What languages are supported with HP Report Generation Plug-in?	Ten languages are supported: English, French, Italian, German, Spanish, Portuguese/Brazilian, Japanese, Korean, Traditional Chinese, and Simplified Chinese.
Can two (or more) different installations of HP Report Generation Plug-in (on different installations of HP Web Jetadmin 8.1) connect to and use the same database structure?	HP Report Generation Plug-in does support Named Instances with Microsoft SQL Server/MSDE, allowing different Named Instances to be used within the same Microsoft SQL Server/MSDE installation. Also, a different database name can be defined (to avoid data conflicts) when connecting to MySQL or Microsoft SQL/MSDE. Do not connect multiple installations of HP Report Generation Plug-in to the exact same database name/Named Instance/MDB file as this will cause data corruption.
Are there any specific types of devices that show up in the HP Web Jetadmin 8.1 Device List that are not supported by HP Report Generation Plug-in?	Yes, HP Report Generation Plug-in will not report on devices like the HP Print Server Appliance, HP Designjets, HP Digital Senders, and Unknown devices.
What limitations should I expect when creating a graph?	If selecting twelve or fewer devices when creating a graph, you can choose between Date/Time or Printers as the value for the Values for x Axis option. If more than twelve devices are selected, only Date/Time will be available as the value for the Values for x Axis option. Also, when creating a graph for a Summary report, the Values for x Axis option is grayed out, with the x Axis value defaulting to the value selected for the Group By field.
In a Fax report, why would there be more Fax Jobs than Fax Page counts?	Fax reports may occasionally display more Fax Jobs than Fax Page counts for a given time interval. This may be caused by interrupted faxes, cancelled faxes, or faxes attempted but not completed (due to things like a busy signal or no carrier signal).
When creating the HP SureSupply Ordering : By Supply : Time Interval Summary report, why doesn't the <b>Order Supplies</b> button work in the email message?	Due to the limitations of some email clients, you may have to actually open the attached xml#.#.html file to open the HP SureSupply web page. With Microsoft Outlook 2003, the Order Supplies button works as expected. The Order Supplies button does not work with previous versions of Microsoft Outlook or with Outlook Express.
Is Windows Authentication supported when connecting HP Report Generation Plug-in to a Microsoft SQL Server/MSDE database?	Yes. Select the <b>Trusted Connection</b> option when using the HP Database Connector Plug-in to connect to the database. Then enter the Windows login credentials in the <b>User Name</b> field.
What do I need to do in order to connect HP Report Generation Plug-in to a Microsoft SQL Server database using Windows Authentication?	<p>The HP Web Jetadmin Service uses the Local System account to log on by default. In order to use the HP External Database Connector to connect to a Microsoft SQL Server using Windows Authentication, you must first specify the user account used by the HP Web Jetadmin Service.</p> <p>To do this, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Open Control Panel</li> <li>2. Open Administrative Tools</li> <li>3. Open Services</li> <li>4. Select <b>HP Web Jetadmin</b> from the list of Services</li> </ol>

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Question	Answer
	<ol style="list-style-type: none"><li>5. Right-click the <b>HP Web Jetadmin</b> Service and select <b>Properties</b></li><li>6. Select the <b>Log On</b> tab</li><li>7. Select the <b>Log On</b> option for the account</li><li>8. Enter the User name and password</li><li>9. Restart the HP Web Jetadmin 8.1 Service to apply the changes</li><li>10. Configure the database connection by using the HP External Database Connector and selecting the <b>Trusted Connection</b> option on that page</li></ol>

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## 4 Late-breaking information

This section contains information that might impact the installation and use of HP Report Generation Plug-in. However, this information was discovered after this Readme file was translated into languages other than English.

Check the Late-breaking information section of the English version of this Readme file (readme\_rgp31\_en.pdf) for additional updates. You can access the Readme file at [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin). Click on the **HP Web Jetadmin 8.1 Support Information** link in the upper-right gray box and then scroll down to Report generation plug-in under HP Application plug-in components.

- Microsoft SQL Server 2000 is no longer supported with RGP. If choosing Microsoft SQL Server as the database, you must use version 2005. See the section titled Supported databases and the Frequently asked question titled **How do you install the Microsoft SQL Server Native Client?** for details.

