How to identify HP WS Pro Adapter devices

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Background information

HP Web Jetadmin supports a wide range of devices and uses two services: HPWJA service and HPWSProAdapter.

Some devices, like HP FutureSmart devices, are managed only by the HP Web Jetadmin service.

Other devices, like Pro models, are managed partly by the HP Web Jetadmin service and partly by the HPWSProAdapter. This document explains how to identify the devices which are managed by the HPWSProAdapter, how to export this information, and how to use it for rediscovery.

HP Web Jetadmin 10.5 SR4 has an updated version of the HPWSProAdapter. Due to changes in the HPWSProAdapter service, there is the potential to experience Device Communication errors with devices which are (partly) managed by the HPWSProAdapter, after an upgrade to HP Web Jetadmin 10.5 SR4. This has only been seen with fleets consisting of an exceptionally large number of devices that rely on the HPWSProAdapter. This can be resolved by deleting and rediscovering those devices. When a device is deleted, all alerts and monitoring will be stopped and will have to be reconfigured after rediscovering the devices.

Identifying HP WS Pro Adapter devices

There are characteristics that apply to HP WS Pro Adapter devices that also apply to a select number of device models that do not rely on the HPWSProAdapter service. The most reliable way to confirm a device is to stop the HPWSProAdapter service and then verify the status changes [Communication Error: HPWSProAdapter Service is not started]. However, this status does not stay and can switch to [Device Communication Error].

All devices with an [MC Level] of [DI], [DL], [DJA], or [DJS] rely on the HPWSProAdapter service. It is the devices that have an [MC Level] of [<Not Supported>] that potentially rely on the HPWSProAdapter service.

CAUTION: Before starting this process and potentially deleting devices, it is recommended to at least make note of any current devices that are in the Device Communication Error state, and assess and remediate them, if possible. If any devices are offline, they will not be discoverable until they are brought back online.

Create groups

1. Create a **User-Defined setting: HPWSProAdapter**.

   a. Navigate to Tools -> Options -> Device Management -> Configuration -> **User Defined**.

   b. Click on **New...**

   c. Enter the **Setting Name: HPWSProAdapter**.

   d. Click **OK** to close the Options window.

2. Create a **Configuration Template: HPWSProAdapter**.

   a. Right-click on Configuration and select **Create configuration template...**

   b. Since we are just configuring a User-Defined setting, you can select any "Model Name" from the list of Template Models, i.e., HP Enterprise UPI, but one must be chosen, then click Next >.

   c. Enter the **template name: HPWSProAdapter**.

   d. Under "User Settings," select the **HPWSProAdapter** and fill in a value of **True**.

   e. Click **Next>**, then **Create Template**.

3. Create an **Automatic Group: HPWSProAdapter**.

   a. Right-click on Groups and select **New group...**

   b. Enter the **group name: HPWSProAdapter**.

   c. Select **Automatic group** and click on **Next >**.

   d. Click on the **Advanced** Edit mode radio button, and add the following filter:

   ```
   EQ([HPWSProAdapter], [True])
   ```

   e. Click on **Next >**, then **Create Group**.

4. Create an **Automatic Group: DI_DL_DJA_DJS**.

   a. Right-click on Groups and select **New group...**

   b. Enter the **group name: DI_DL_DJA_DJS**.

   c. Select **Automatic group** and click on **Next >**.

   d. Click on the **Advanced** Edit mode radio button, and add the following filter:

   ```
   EQ([MC Level], [DI]) OR EQ([MC Level], [DL]) OR EQ([MC Level],
   [DJA]) OR EQ([MC Level], [DJS])
   ```

   e. Click on **Next >**, then **Create Group**.

5. Apply HPWSProAdapter configuration template to DI_DL_DJA_DLS group.

   a. Right click on the HPWSProAdapter template and click **Apply...**

   b. The Specify configuration options screen should already have the HPWSProAdapter template selected. **Click Next >**.

   c. On the Select devices screen, select Source: and choose the **DI_DL_DJA_DJS** group, press the **">>"** button, to select the devices in that group, then click **Next >**, then **Apply Template**.

   NOTE: these are the devices that we already know rely on the HPWSProAdapter.

6. Create an **Automatic Group: HPWSProAdapter – Potential.**

   a. Right-click on Groups and select **New group…**

   b. Enter the **group name: HPWSProAdapter – Potential.**

   c. Select **Automatic group** and click on **Next >**.

   d. Click on the **Advanced** Edit mode radio button, and add the following filter:

      `IsNotSupported([MC Level])`

   e. Click on **Next >**, then **Create Group.**

7. Create an **Automatic Group: HPWSProAdapter – Stopped.**

   a. Right-click on Groups and select **New group…**

   b. Enter the **group name: HPWSProAdapter – Stopped.**

   c. Select **Automatic group** and click on **Next >**.

   d. Click on the **Advanced** Edit mode radio button, and add the following filter:

      `EQ([Status], [Communication Error : HPWSProAdapter Service is not started])`

   e. Click on **Next >**, then **Create Group.**

8. Create a Group Policy for the HPWSProAdapter – Stopped group

   a. Right click on the HPWSProAdapter -Stopped group and click **Edit group policies…**

   b. Click **Add…**

   c. Select Policy: **Configure Devices**

   d. Leave default Trigger: **Devices added to group**

   e. Select Policy action: **HPWSProAdapter**

   f. Click **Add**, then **Close**, then **Next >**, then **Save Policies.**

9. **Stop** the HPWSProAdapter service.

10. **View** the HPWSProAdapter – Potential group.

11. Wait for devices to update to the "Communication Error : HPWSProAdapter Service is not started" status and end up in the HPWSProAdapter group.

    NOTE: Depending on the size of the list, you can click on each device, or highlight the devices and "Refresh selection."

    NOTE: It may also help to add a Display Filter of **HPWSProAdapter NOT True**.

    NOTE: It may also help to add HPWSProAdapter to the column list.

At this point, you should be done with and able to delete the groups: "DI_DL_DJA_DJS," "HPWSProAdapter – Potential," and "HPWSProAdapter – Stopped."

Export HPWSProAdapter IP addresses and Delete devices

1. After you are confident you have all the devices, you can **export** the list of HPWSProAdapter devices.

    a. Select all devices in the HPWSProAdapter group, right-click and select **Export...**

    b. From the Export Devices wizard, in the right pane (Selected Columns) remove all but **IP Address** and click on **Next**.

    c. From the Specify destination settings screen select **Local file**, change the **Name** if desired and choose Format CSV. Click on **Next**, **Start Export**.

    d. In the Save As window change the location if desired and click on **Save**.

2. Rename the extension of the csv file containing the exported list of HPWSProAdapter device IP addresses to **.txt** and open it with Notepad.

    a. Remove the first line in the file, containing the header "IPv4Address".

    b. Remove all quotation marks (") from the file using Replace (under the Edit menu), replacing the quotation marks with nothing.

    c. When finished **Save** and close it the file.

    d. You now have a file prepared to import.

3. At this point, if desired, you can delete the HPWSProAdapter devices and rediscover them.

    a. Select all devices in the group, right-click, Device >, Delete..., then select action **Delete**.

Import and rediscover the HPWSProAdapter devices

1. Open the HP Web Jetadmin client. Right click on the **Discovery** node and select **Discover Devices**.

    a. From the Device Discovery screen, select only **Specified addresses (IPv4/IPv6)** and click **Next**.

    b. From the next screen, click on **Edit Addresses...**

    c. From the next screen, click on **New/Import/Export**.

    d. Type a **Name** (i.e., HPWSProAdapter devices) and click on **Import...**

    e. Select the txt file containing the IP addresses and click on **Open**, then click on **OK**.

    f. Select the item that you just created and click **OK**.

    g. Select the item that you created and click **Next**, then **Next** again, then **Start**.

    NOTE: This discovery process might take a few hours to complete, depending on how many devices there are to discover. If any devices were offline, they will not be discoverable until they are brough back online.

    NOTE: The HPWSProAdapter must be running while performing a device discovery. If any devices are discovered which require the HPWSProAdapter, while the adapter is stopped, then those devices will remain in device communication error until a Full Refresh or rediscovery of those devices is completed.

    NOTE: If you close the WJA client, background polling will also help to get the device status reported correctly in WJA.