



# HP Workforce Experience Platform (WXP) Print Management

## Modern Printer Management in the Cloud



## Solution Overview

WXP Print Management provides cloud-based, multi-vendor visibility and management of HP FutureSmart 5 compatible enterprise printers,<sup>1</sup> enabling printer oversight, and seamless management of settings and security—ultimately boosting IT efficiency and supporting hybrid cloud strategies.

## Solution Benefits

- **Gain visibility and control across your enterprise printers:** Manage your printer fleet from anywhere, including the ability to onboard, configure, secure, and monitor the fleet—simplifying device management and helping reduce operational costs.
- **Detect issues early to reduce IT friction and improve employee experience:** Detect offline printers, readiness issues, and compliance gaps early. Focus on higher-impact work while reducing friction and improving the overall digital print experience for employees.
- **Support on-premises printer fleets with hybrid management capabilities:** Utilize WXP Print Management Fleet Proxy service to bridge on-premises and cloud strategies. Integrate and monitor printers connected to WebJetAdmin (WJA) and enable configuration and security management for Future Smart 5 compatible printers.
- **Act on insights to improve uptime and increase operational efficiency:** Enhance printer fleet usability and security by maximizing uptime through effective firmware management and policy enforcement. Enable prompt IT resolution to ensure devices are consistently ready for employees to print, copy, scan or fax—supporting a seamless digital employee experience.
- **Streamline operations with direct cloud management:** Reduce or eliminate on-premises infrastructure through direct-to-cloud printer onboarding (HP FutureSmart 5 compatible printers only), providing a single pane of glass for printer manageability. Minimize IT workload related to server management and eliminate potential security risks associated with on-premises servers.

## Offer Highlights

- **Onboard printers with flexibility:** Connect printers via direct cloud connection (HP FutureSmart 5 compatible printers only) or use Fleet Proxy service to connect printers already integrated with WJA, giving customers the flexibility to migrate to the cloud at their pace.
- **Monitor, secure and manage large fleets of printers efficiently:** Use a single cloud-hosted tool to manage printers alongside other IT assets, saving IT admin time and simplifying fleet oversight.
- **Group printers based on configurable rules:** Define rules for grouping printers, enabling targeted policy assignments based on specific organizational needs.
- **Create and assign policies for automated remediation:** Use available settings to configure and secure newly onboarded printers or those recently serviced, ensuring they are reset and ready for use—minimizing downtime and helping maintain operational continuity.
- **Enable firmware updates across devices:** Apply firmware updates to an individual printer or a group of devices to maintain performance and security requirements.
- **Install and manage printer certificates at scale:** Install and manage printer certificates and acquire signatures via enrollment with third-party signers who support secure transport (EST) authority.
- **Visualize printer status with an interactive dashboard:** Use dashboard widgets to easily identify and investigate printers that are offline, not ready, out of compliance, potentially at risk—enhancing visibility and response time.
- **Generate device-level reports for compliance:** Access WXP Print device-level reporting tools to aid compliance reporting.

## Delivery Specifications

HP Workforce Experience Platform (WXP) is a cloud-based, customer self-managed, software solution. Platform access is granted after purchasing a plan and HP completing the license entitlement.

Device enrollment can be done by IT admins with in-app tools for single or mass onboarding of printers.

## Plans

HP Workforce Experience Print Management is available in multiple tiers. Customers can choose the tier that best fits their needs:

1. WXP Print Standard
2. WXP Print Pro

## WXP Print Management Plan Summaries\*

HP Workforce Experience Print Management is available in multiple tiers. Customers can choose the tier that best fits their needs:

Standard	Pro
<p>Asset Management and Essential Security</p> <ul style="list-style-type: none"> <li>▪ Connect and monitor cloud or WJA printers using detailed asset tracking view and interactive widgets</li> <li>▪ Rules-based device grouping for easy management</li> <li>▪ Configure and secure HP FutureSmart 5 compatible printers only using WXP remediation with                             <ul style="list-style-type: none"> <li>▪ [60] Core Setting configuration and management</li> <li>▪ [9] Essential security template and settings</li> <li>▪ Firmware update</li> </ul> </li> </ul>	<p>Asset Management plus Advanced Security with Printer Certificate management</p> <p>All capabilities in Standard Plan plus:</p> <ul style="list-style-type: none"> <li>▪ Configure and secure HP FutureSmart 5 compatible printers only with additional security services                             <ul style="list-style-type: none"> <li>▪ [60] Advanced security template and settings</li> <li>▪ Printer certificate manager</li> </ul> </li> </ul>

	Standard	Pro
<b>Policy Assignment and Security</b>		
Policy Engine to Configure Settings with Advanced Security Settings		▪
Certificate Management		▪
Policy Engine to Configure Settings including Essential Security	▪	▪
Core Configuration Settings: Configure Newly Onboarded Printers Based on Pre-established Policies	▪	▪
Firmware Updates via Policy Engine or at the Device Level	▪	▪
<b>Printer Onboarding</b>		
Cloud Onboarding (Bulk Onboarding or 1x1)	▪	▪
Print Fleet Proxy Onboarding (HP WebJetAdmin)	▪	▪
Fleet-wide Onboarding Status	▪	▪
Add / Remove Printers	▪	▪
Guided Onboarding Tools	▪	▪
<b>Asset Management</b>		
Fleet-wide Printer Inventory View with Associated Metadata	▪	▪
Printer Connection Status and State (Near Real-time)	▪	▪
Rule-based Group Creation and Management	▪	▪
Connection Status	▪	▪
Supply Levels (Ink and Toner)	▪	▪
<b>Analytics and Reporting</b>		
Easily Monitor Printer Status (Offline or Online) through Widgets	▪	▪
Printer Fleet Compliance per Assigned Policies	▪	▪
Printer Fleet Security Assessment	▪	▪
Device-level Security Assessment and Remediation History	▪	▪
<b>Role-based Access Controls (RBAC)</b>		
Printer Admin (Device and Fleet-level Management)	▪	▪
Report Admin (Read-only Access)	▪	▪
<b>Support</b>		
Basic Support and Onboarding Case Tracking (through WXP Portal)	▪	▪
WXP Enhanced Onboarding Service*	Included 1000+*	Included 500+*
WXP Premium Support**	Not included	Included 2500+**

\*WXP Enhanced Onboarding Service is included with WXP Print Pro when purchasing 500 or more licenses and included with WXP Print Standard when purchasing 1000 or more licenses. WXP Enhanced Onboarding Service is available separately for purchase by customers not meeting minimum purchase requirements. See WXP Enhanced Onboarding Service datasheet for additional details.

\*\*WXP Premium Support is included with WXP Print Pro when purchasing 2500 or more licenses. WXP Premium Support is available for purchase separately for WXP Print Standard or Pro customers purchasing less than 2500 licenses. See WXP Premium Support datasheet for additional details.

## Roles and Responsibilities

	Customer	HP
<b>Onboarding</b>		
Provide customer IT Device Admin contact information	▪	▪
Provide customer access into WXP Print Management and onboarding tour and checklist		▪
Add and remove printers, groups and policies	▪	
<b>Account Management</b>		
Initial WXP Print Management account setup	▪	▪
Add IT Admin to WXP Print Management	▪	▪
Add other users WXP Print Management	▪	▪
Renew, change, or cancel WXP Print Management admin account	▪	▪

## System Requirements

### [HP Workforce Experience Platform - Requirements](#)

#### WJA Printers Connected via Fleet Proxy Service Pre-Requisites:

Devices that users want to directly connect to the Workforce Experience Platform will need to follow the Cloud Connected Printers onboarding process:

1. WJA must be v10.5 SR4 or higher (other versions may work but not guaranteed full functionality)
2. Server running WJA requires:
  - 4 or more processor cores
  - 2.8 GHz or higher processor speed
  - 4 GB or more of RAM
  - 4 GB of available storage

Network Firewall Configuration using one of the following methods:

- IP Allowlist
- To whitelist IP addresses, you'll need to include the IP address of every possible cloud server that Print Fleet Proxy might need to communicate with. You can find the list here.
- DNS filtering
- If DNS filters are configured, then the firewall will need to allow outbound HTTPS requests over port 443 to the following endpoints: (links to be added to DNS filter outbound approval list)

- <https://oauth-auth.oc.hp.com>
- <https://us1.api.ws-hp.com>
- <https://us-east-1.aws.realm.mongodb.com>
- <https://ws.us-east-1.aws.realm.mongodb.com>
- <https://services.cloud.mongodb.com>

#### Cloud Connected Printers:

Devices that users want to directly connect to the Workforce Experience Platform will need to follow the Cloud Connected Printers onboarding process:

1. For HP FutureSmart Enterprise printers, the minimum supported firmware version is HP FutureSmart 5.3.3.
2. For more secure upgrade capability, HP FutureSmart firmware 5.6 is required.
3. For near-real-time updates to settings from the Device to the Cloud and vice versa, HP FutureSmart 5.9.0.2 is required.
4. For other supported printers, it is recommended to update to the latest firmware.

# Network Requirements

An Internet connection is required for communications between the managed device and the cloud management service.



For more information, visit [www.hp.com/wxp](http://www.hp.com/wxp) and <https://www.hp.com/us-en/privacy/ww-privacy.html>



1. HP Workforce Experience Print Management includes access to HP Workforce Experience Platform Starter. Printer management capabilities require HP Workforce Experience Platform, available in various tiers, supporting monitoring of HP and third-party printers through WebJetAdmin and management of select HP enterprise printers that are compatible with HP FutureSmart 5 firmware. Available in North America from HP Direct. HP Workforce Experience Print Management is for commercial customers and some features and capabilities may require additional purchase of HP services and/or commercial hardware capable of supporting the HP Insights agent for Windows, Mac, & Android. WXP is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Activation and restrictions may apply. Select HP solutions require an HP Insights agent for Windows, Mac, & Android, available for download at <https://workforceexperience.hp.com/software>. For full system requirements and services that require the agent, please visit <https://workforceexperience.hp.com/> requirements. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience Platform. Internet access required.

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