

HP Device Manager 4.7

Using DNS Service Records for Device Discovery



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Overview

Most HPDM device discovery methods assign only one HPDM Gateway to each HPDM Agent. You can assign multiple gateways with different priority values using DNS service records for device discovery. The benefit is that HPDM Agent will try the gateways one by one until it connects to one successfully, allowing you to set backup gateways.

Prerequisite:

HPDM Agent must have either a static domain name or access to a DHCP server to get the domain name via DHCP option 15.

Note

Currently, the version of HPDM Agent for HP ThinPro does not support static domain names. If a device uses a static IP address, this feature is not supported.

Automatic registration methods

HPDM Agent tries to register itself using different methods in the following order:

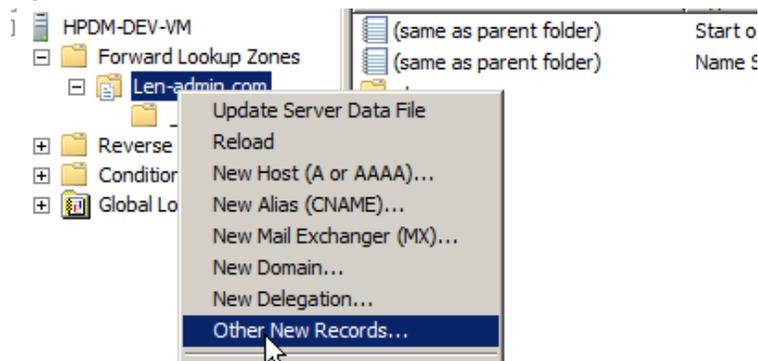
1. Current HPDM Gateway
2. Backup HPDM Gateway
3. Gateway at DHCP tag 202
4. Gateway at DNS Server
- 5. Gateway at DNS Service Record**
6. Gateway found by broadcast

Note

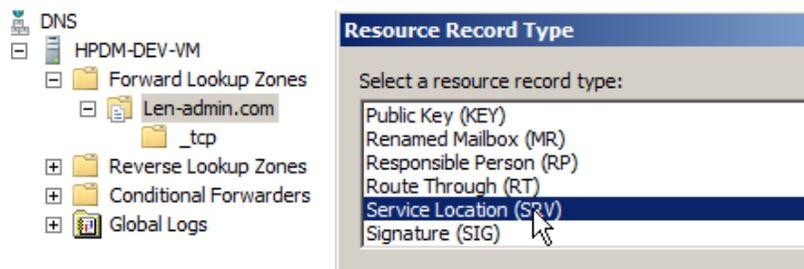
For more information about automatic registration methods, see the administrator guide for HPDM.

Creating a DNS service record

1. Open the DNS console.
2. Right-click the domain, and then select **Other New Records**.



3. Select **Service Location (SRV)**.



4. Select the **Create Record** button
5. Set the service as **_hpdm-gateway**.
6. Set the protocol as **_tcp**.
7. Optional: Set the priority to a numerical value (lower values indicate a higher priority).

- Set the host as the fully qualified domain name (FQDN) of the gateway.

Service Location (SRV)

Domain:

Service:

Protocol:

Priority:

Weight:

Port number:

Host offering this service:

- Select **OK**.
- Optional: Repeat steps 4–9 to add additional records.
- Select **Done**.

The following image shows an example of multiple DNS service records:

Name	Type	Data	Time
_hpdm-gateway	Service Location (SRV)	[0][0][0] 192.168.1.113	static
_hpdm-gateway	Service Location (SRV)	[1][0][0] 192.168.1.110	
_hpdm-gateway	Service Location (SRV)	[2][0][0] 192.168.1.115	

Known issue (Windows only)

If you set multiple gateways using multiple DNS service records, HPDM Agent does not properly follow the priority order that you set.

Troubleshooting

- Verify the network information (including the IPv4 address and domains) of HPDM Agent.
- Use the following command to make sure the device can get DNS service records (replace *DomainName* with your domain name):
 - Windows:


```
nslookup -timeout=30 -type=SRV _hpdm-gateway._tcp.DomainName.com
```
 - HP ThinPro:


```
host -t SRV _hpdm-gateway._tcp.DomainName.com
```

Appendix (Windows only)

To set a static domain name in Windows:

- Open the Network Connections dialog via Control Panel or the network notification icon.
- Right-click the network adapter and select **Properties**.
- Left-click the **Internet Protocol Version 4 (TCP/IPv4)** item in the list, and then select the **Properties** button.
- Select the **Advanced** button.
- Select **DNS**, select **Append these DNS suffixes (in order)**, and then add the DNS domain to the list.

For more information

For more information about setting multiple DNS service records for one service, go to http://en.wikipedia.org/wiki/SRV_record.

To read more about HP Device Manager, go to hp.com/go/hpdm.

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