Dell™ OpenManage™ Printer Manager v2.0

User Guide

Notes

NOTE: A NOTE indicates an important information that helps you make better use of your computer.

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2.7b	1.0	August 2013	Added three new features: Status Indicator, Active Directory Service Integration and Manual Input Tray: Out-of-Paper Warning. • Updated Installation chapter. • Updated Navigation chapter. • Updated User Management chapter. • Updated Overview chapter. • Added Status Indicator as a new chapter.
2.7c	1.0	November 2013	Added one new feature: Single Sign-on. • Updated Introduction chapter. • Updated Installation chapter. • Updated Frequently Asked Questions chapter.

2.7d	1.0	November 2013	• Updated Installation chapter. • Updated User Management chapter. • Updated Troubleshooting chapter. • Updated Frequently Asked Questions chapter.
2.7e	1.0	January 2014	• Updated Maps chapter. • Updated Reports chapter.

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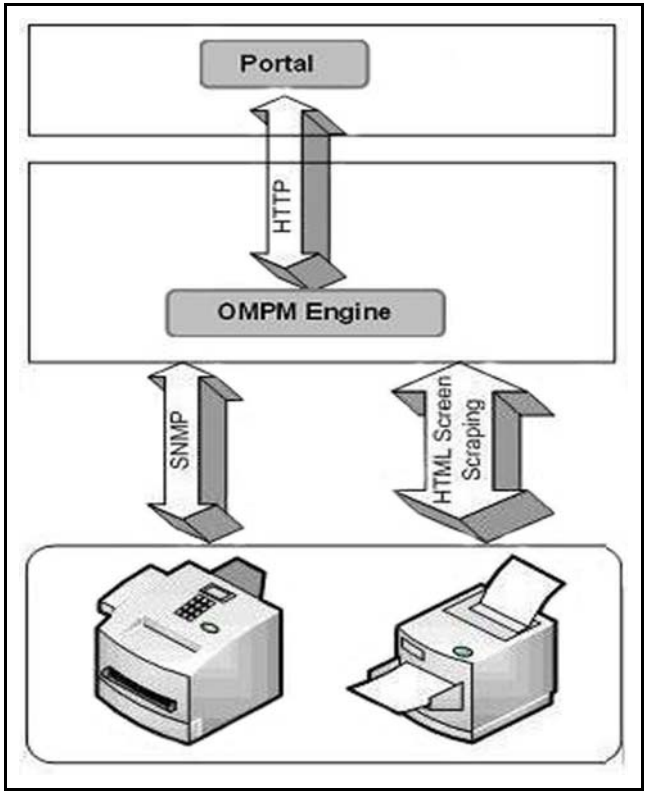
1

Introduction

Dell™ OpenManage™ Printer Manager (OMPM) manages and monitors Dell and non-Dell printers in a corporate network. OMPM groups the printers, based on the model of the printer or the location of the printer, and monitors printer health.

OMPM Architecture

Figure 1-1. OMPM Architecture



The OMPM architecture diagram illustrates the communication between various components (portal and OMPM engine) and printers in a network.

The portal is an interface that displays information about the printers. The portal and the OMPM engine communicate using Hypertext Transfer Protocol (HTTP).

OMPM uses Simple Network Management Protocol (SNMP) to discover printers in a network. SNMP and HTTP are used to communicate with the printers to collect printer data and to get or set the device parameters.

The OMPM engine is connected to databases that manage information about users, configuration, grouping, discovery, health status of a printer, and other related parameters and store information about configuration, templates, traps, discovered devices, health status, and printer status values.

Starting OMPM

To start OMPM:

1 Access the URL. The format of the URL is:

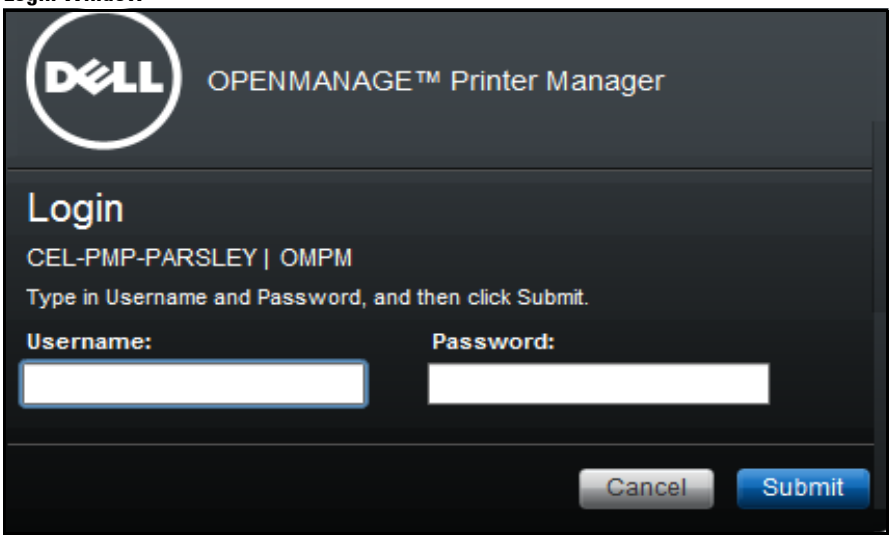
http://*ipaddress*:<Port>/OMPM/OMPM.html

NOTE: *ipaddress* is the IP address of the OMPM server.

NOTE: To access the OMPM portal, Adobe Flash Player is required.

NOTE: Port is selected during installation. If the selected HTTP port is 80, you need not type the port number in the URL.

Figure 1-2. Login Window



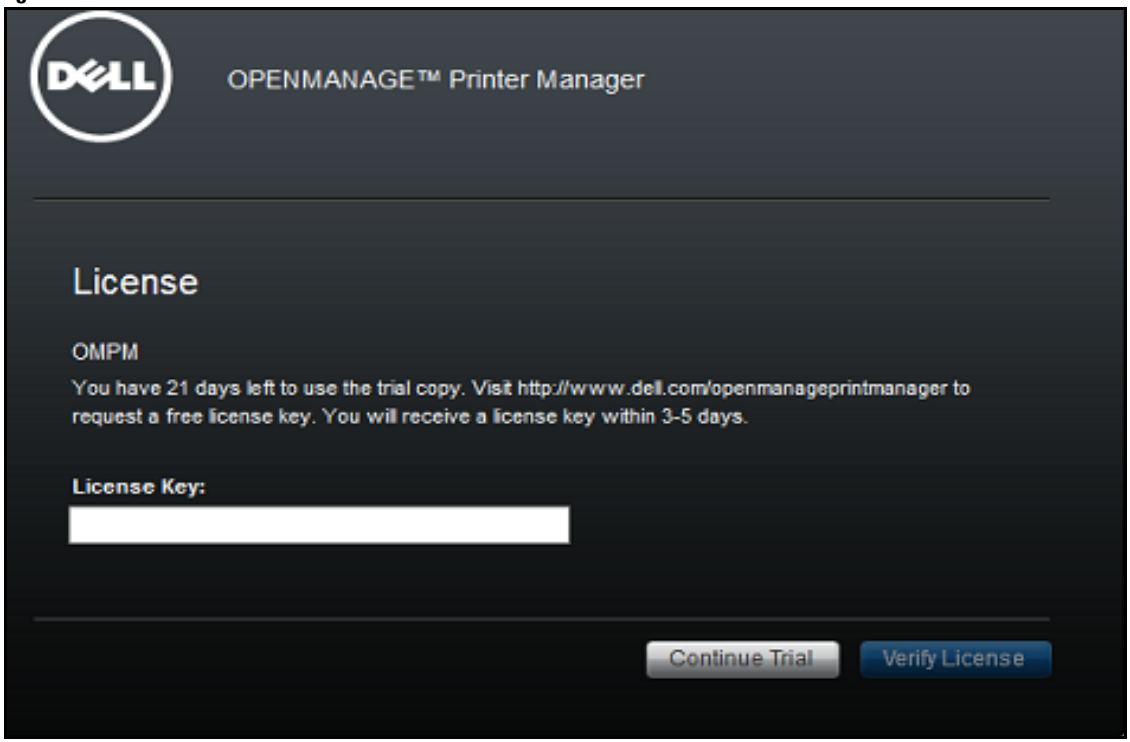
2 In the window that appears, type the username and password.

3 Click **Submit**.

NOTE: The default username and password for OMPM portal is **admin** and **welcome** respectively.

The **License** window appears if you are using an evaluation version of OMPM.

Figure 1-3. License Window



NOTE: If a permanent license key is entered, the **License** window does not appear during the subsequent log in.

Single Sign-on (SSO)

As an Active Directory user you can sign into OMPM using your windows login credentials. You need not type in your username and password at the OMPM login page. A click of a button will authenticate and grant you access to OMPM and its features.

Before getting started, OMPM single sign-on requires you to configure the web browser to use this feature. See 'Single Sign-on' FAQs at the end of this document for details on the configuration.

To start OMPM:

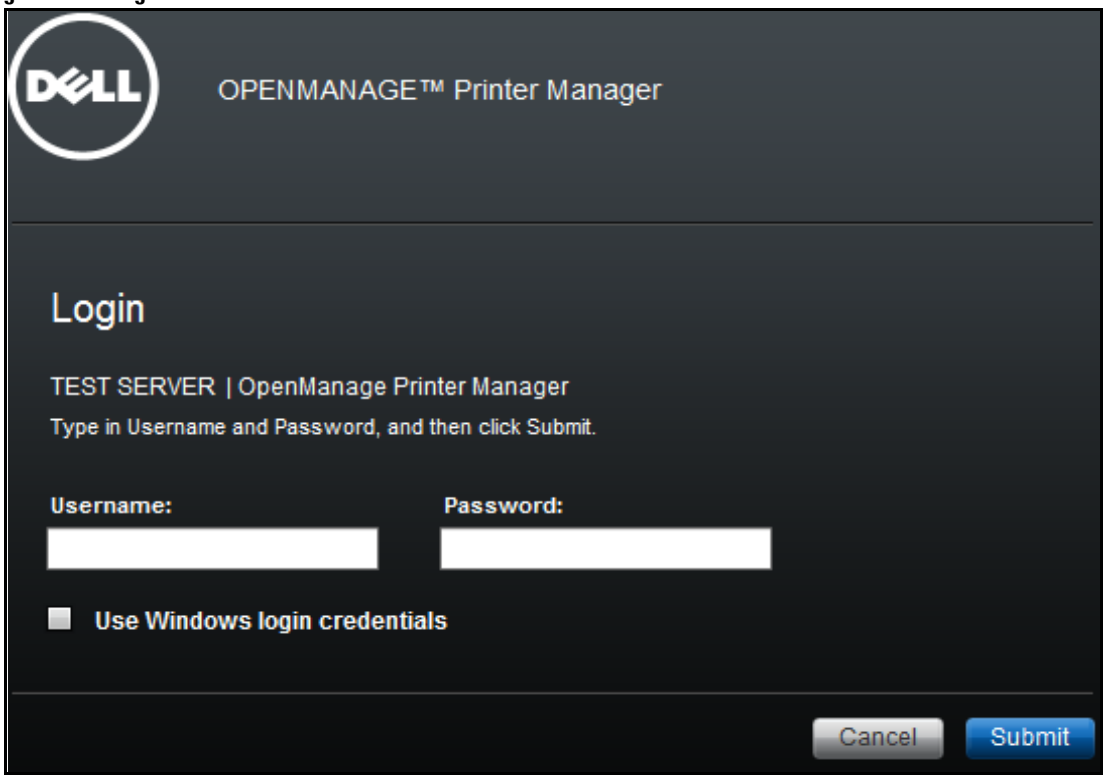
1 Access the URL. The format of the URL is:

http://*Hostname*:<Port>/OMPM/OMPM.html

NOTE: ***Hostname*** must be the host name on which OMPM is installed.

NOTE: The host name-IP address mapping entry must be added to the 'hosts' file on your Windows machine.

Figure 1-4. Login Window



2 In the window that appears, select the **Use Windows login credentials** check box.

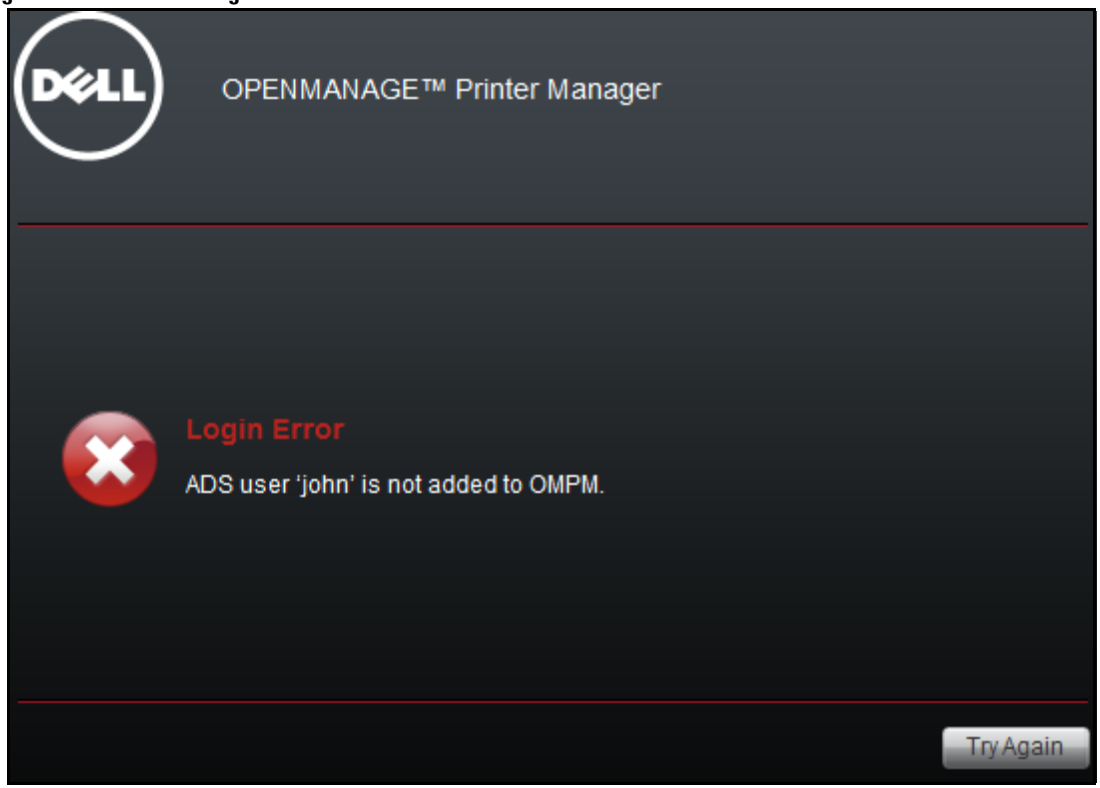
NOTE: This feature is supported on IE, Chrome and Mozilla Firefox web browsers. This check box to use Windows login credentials will not be visible on other web browsers.

NOTE: You have not configured Single Sign-on during installation if you are unable to see the check box. See section Setting up Single Sign-on for the setup procedure.

3 Click **Submit**.

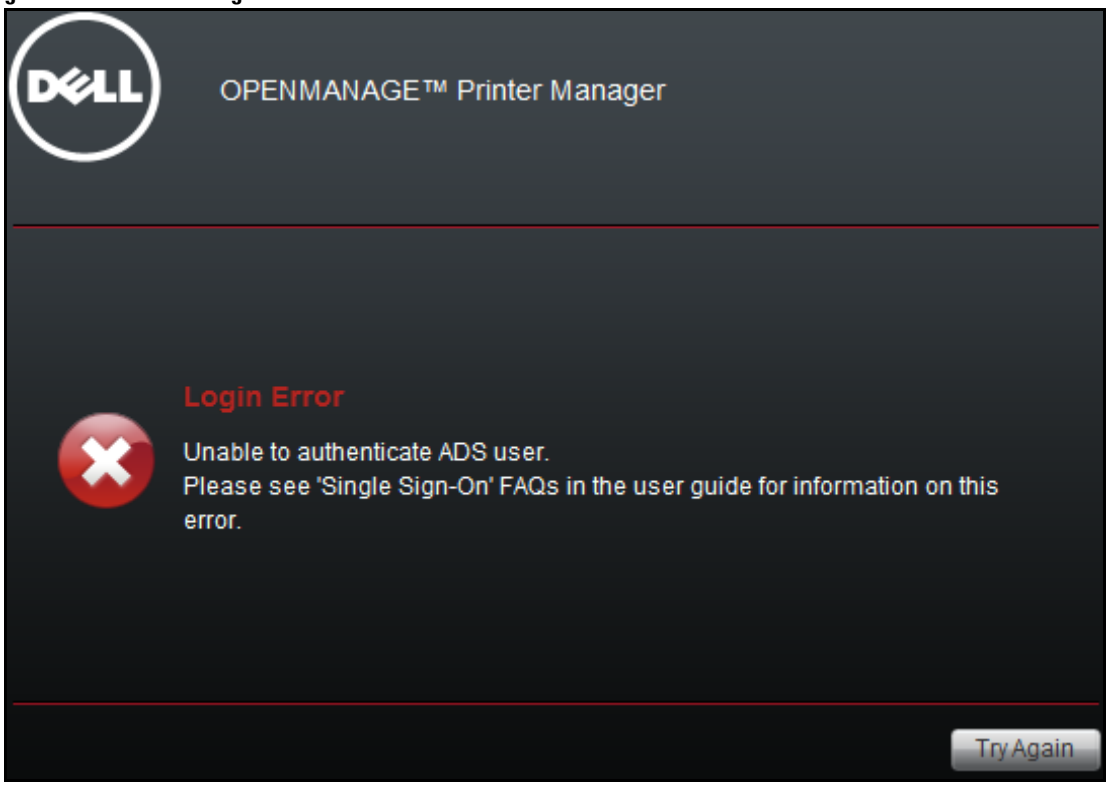
A successful authentication will log you into OMPM.

Figure 1-5. Error Message



NOTE: To sign into OMPM using Single sign-on, you should be added as an ADS user in OMPM by the admin. See User Management chapter on how to add ADS users in OMPM.

Figure 1-6. Error Message



NOTE: See Frequently Asked Questions at the end of this document on configuration information for Single Sign-on to work.

How to Get Help

The help set contains User Guide and Online Help.

The User Guide is installed with the product. The Online Help is context-sensitive help.

2

Installation

This section provides information about the installation and uninstallation of Dell™ OpenManage™ Printer Manager (OMPM). OMPM is a second-generation Dell printer management software.

Assumptions

Following are the assumptions made prior to installation.

- You can install or uninstall OMPM only if you are a user with administrative privileges.
- OMPM will install the following pre-requisites:
  - JBoss 7
  - Microsoft Visual C++ 2008 Runtime
- OMPM will check for a minimum JRE version of 6 and Postgres version of 8.4, failing which it will install the following pre-requisites:
  - Java Runtime 1.7
  - PostGreSQL 8.4
- The following ports should be open on the machine where OMPM is installed:
  - Port 80 or 8080: OMPM web interface will use this port
  - Port 162: Port for receiving SNMP traps
  - Port 389, 636: Port for AD communication over LDAP and LDAP-SSL

Pre-requisites

System requirements to install OMPM are:

- Browser Requirements:
  - Internet Explorer 6+
  - Firefox 2+
  - Chrome 1+
  - Safari 4
- Hardware Requirements:
  - Up to 100 devices: 2GHz processor and 2GB RAM.
  - Up to 1500 devices: 2GHz dual core processor and 3GB RAM.
  - Up to 5000 devices: 2GHz dual core processor and 4GB RAM.
- Supported Operating Systems (32 and 64 bit):
  - Windows 8.1, Enterprise
  - Windows 8, Enterprise
  - Windows XP Pro
  - Windows Server 2008 SE and R2
  - Windows Server 2012
  - Win Server 2003 SE
  - Win 7 Business, Ultimate
  - Win Vista Business, Ultimate
  - Virtual PC with above guest OS
- Supported Operating Systems (64 bit):
  - Windows Server 2012 R2

Installing OMPM

OMPM is installed using the OMPM installer package, which is distributed through the web. The OMPM installer package is authenticated with Dell's VeriSign signature, and contains all the pre-requisites and the templates for the printer models.

NOTE: The setup is cancelled if you do not have administrator privileges to install OMPM.

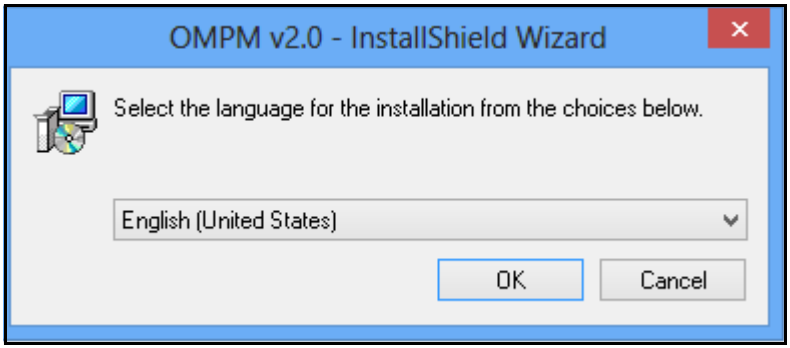
NOTE: While installing OMPM, if your system has the older version of Java Runtime, the setup internally checks and upgrades it to the OMPM supported version.

To install OMPM, perform the following steps:

1. Download the OMPM installer package from the website *www.dell.com*.
2. Double click the installer file.

   The **OMPM InstallShield Wizard** window appears.

Figure 2-1. OMPM InstallShield Wizard



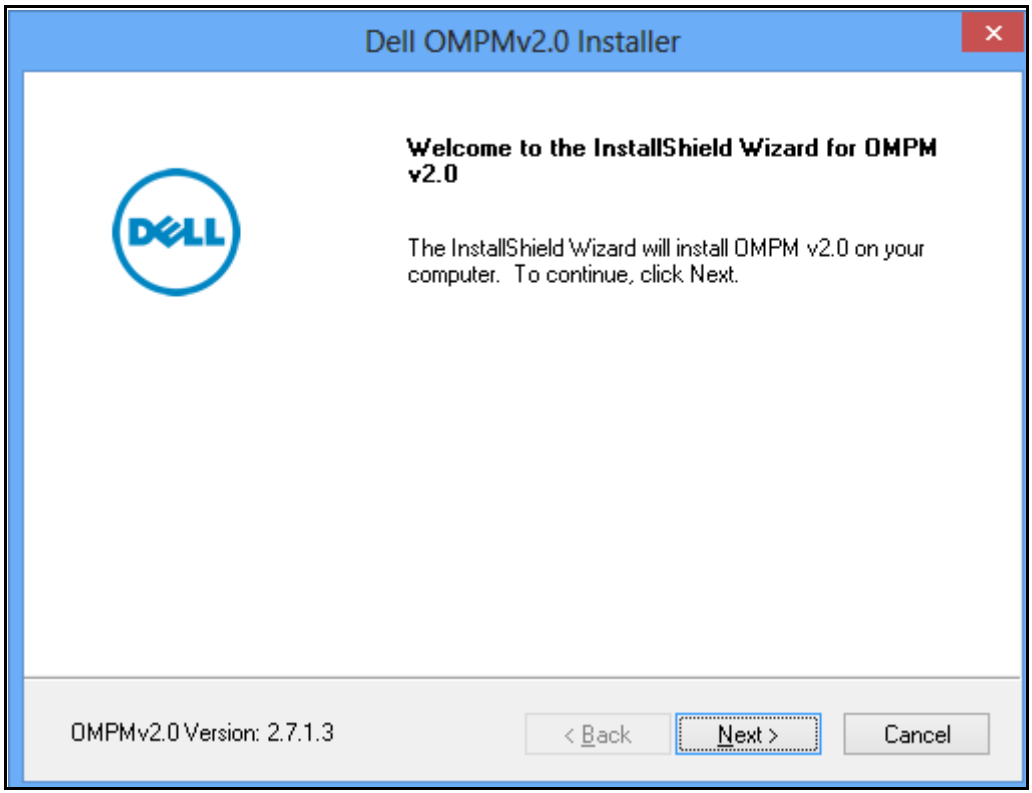
3. Select the language for installation.

   NOTE: If you install OMPM on an operating system with a language not supported by OMPM, then English version is installed by default.

   The **Preparing OMPM v2.0** window appears.

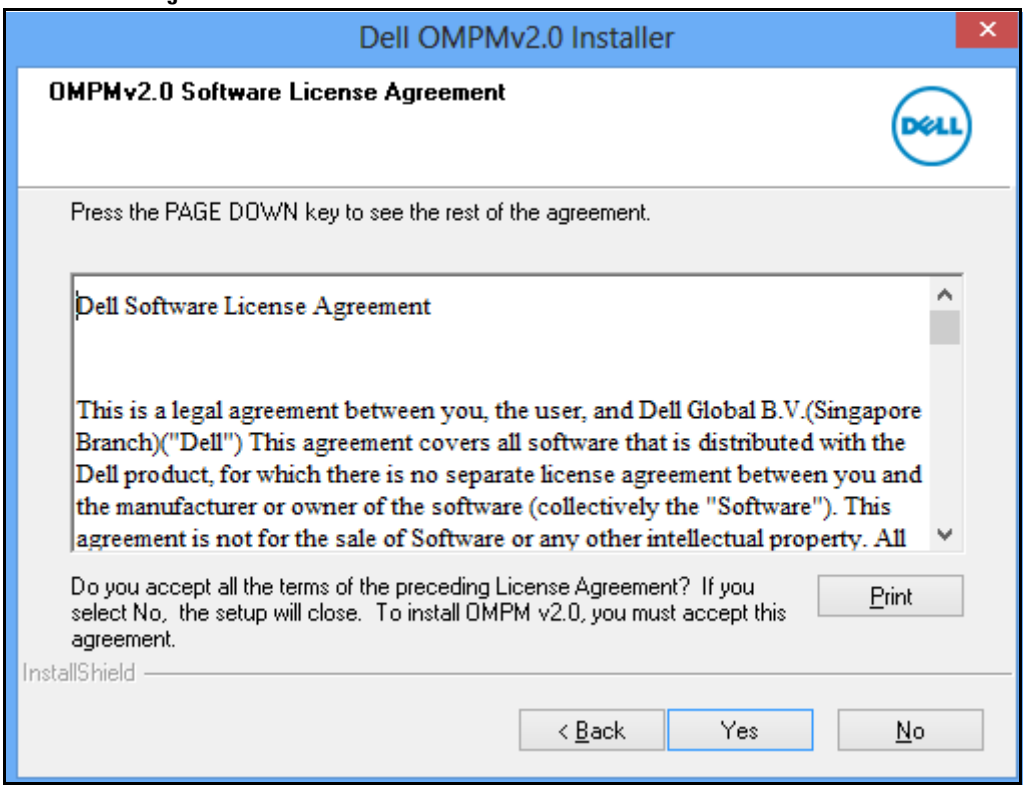
Figure 2-2. Preparing OMPM v2.0 Window

Figure 2-3. Welcome Window



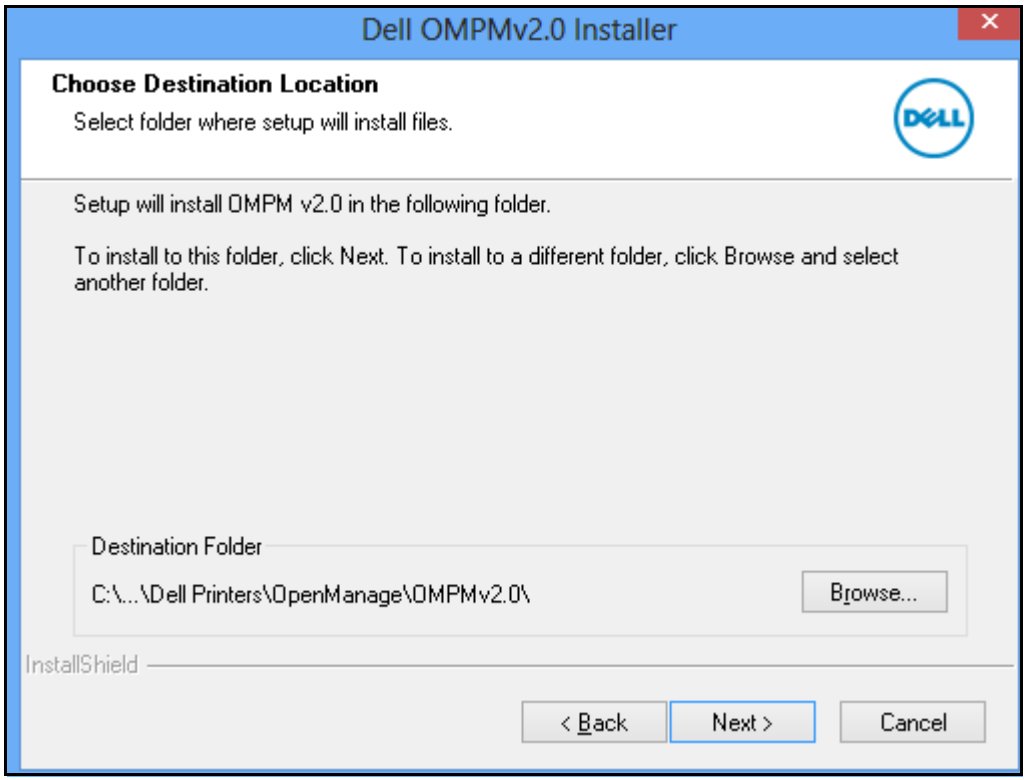
4 In the window that appears, click **Next>**.

Figure 2-4. License Agreement Window



5 In the window that appears, click **Yes**.

Figure 2-5. Destination Folder Window



6 In the window that appears, click **Next>**.

NOTE: If you want to change the installation directory, click Browse.., and select the installation directory **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0**.

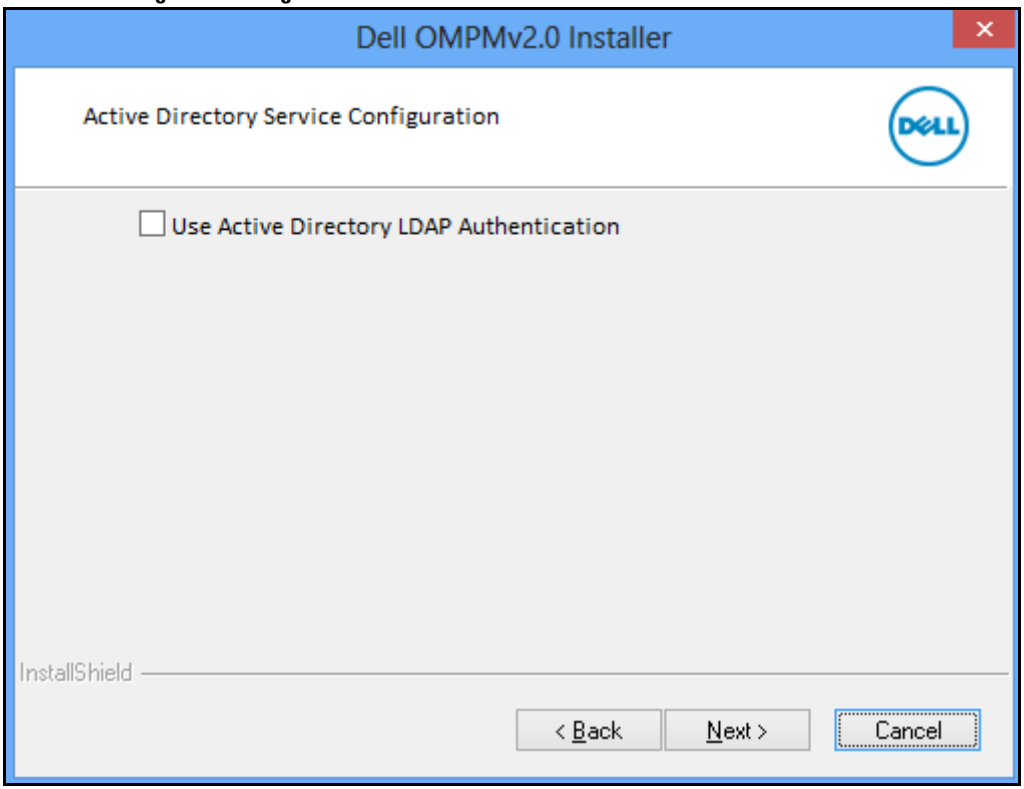
Setting up Active Directory (AD) Authentication

An Active Directory (AD) domain controller authenticates and authorizes the AD users in domain. Active Directory makes use of Lightweight Directory Access Protocol (LDAP) for authentication.

For example, when you log into a domain, Active Directory checks the submitted password and logs into the system. Similarly, you can use your system credentials to log into OMPM.

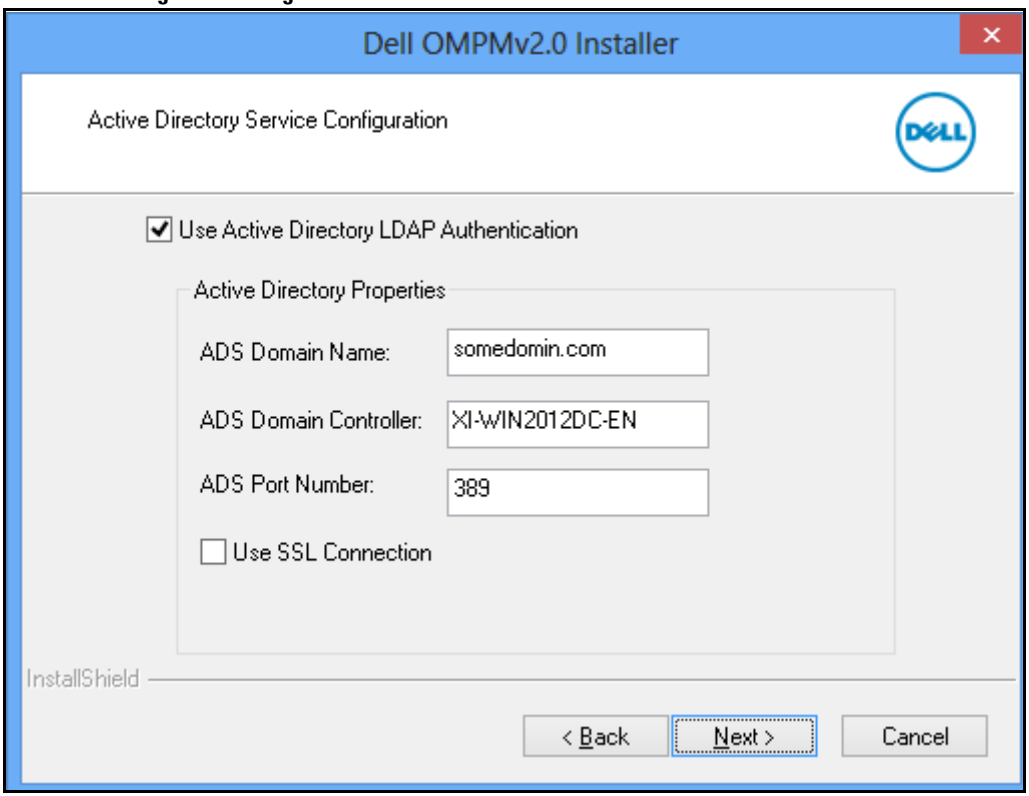
You can integrate AD authentication using the following procedure.

Figure 2-6. ADS Integration Configuration Window



1 Select the **Use Active Directory LDAP Authentication** check box.

Figure 2-7. ADS Integration Configuration Window



In the ADS Configuration window, enter the following details:

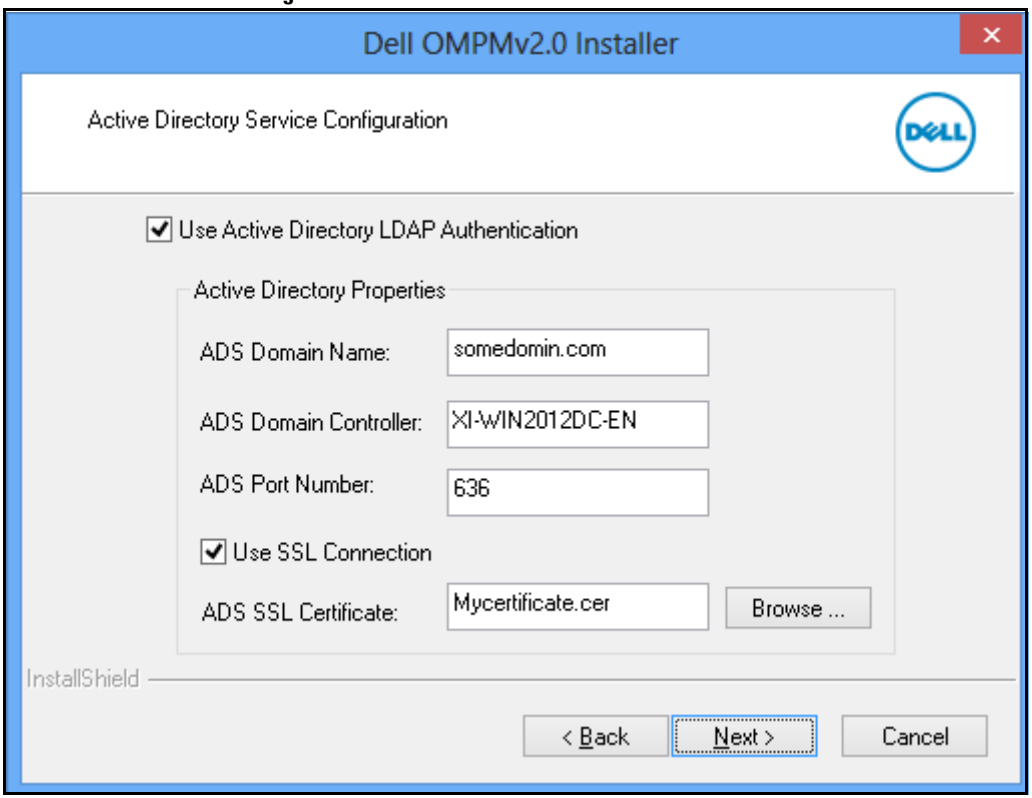
- Type the **ADS Domain name**.
- Type the **ADS Domain Controller**.
- Type the **ADS Port Number**.

NOTE: The domain name, domain controller and server port are mandatory fields.

2 If you need a secured connection, then select **Use SSL Connection** and **Browse** the SSL certificate.

NOTE: You have to contact your domain administrator for obtaining SSL certificate.

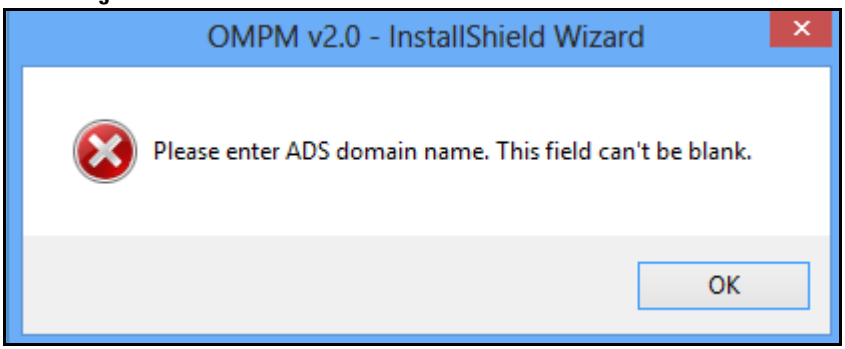
Figure 2-8. SSL Connection Configuration Window



3 Click Next>.

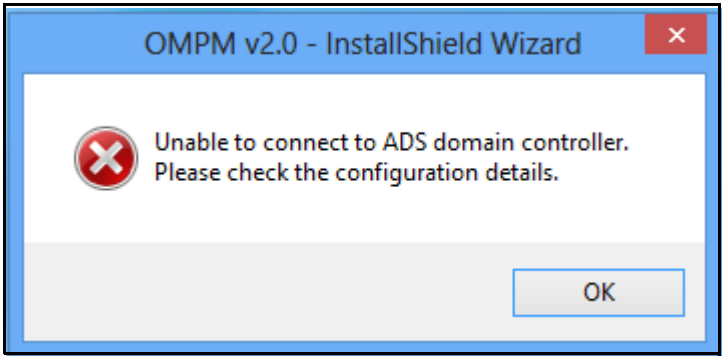
NOTE: If you have not entered data in mandatory fields, the following window appears.

Figure 2-9. Error Message



NOTE: If you have entered data and unable to connect to AD domain controller, the following window appears.

Figure 2-10. Error Message



If AD configuration is successful, then the Single Sign-on Configuration window appears.

Setting up Single Sign-on

This procedure describes how an Active Directory user can log in to OMPM using windows login credentials. You can integrate Single Sign-on feature with OMPM using the following procedure.

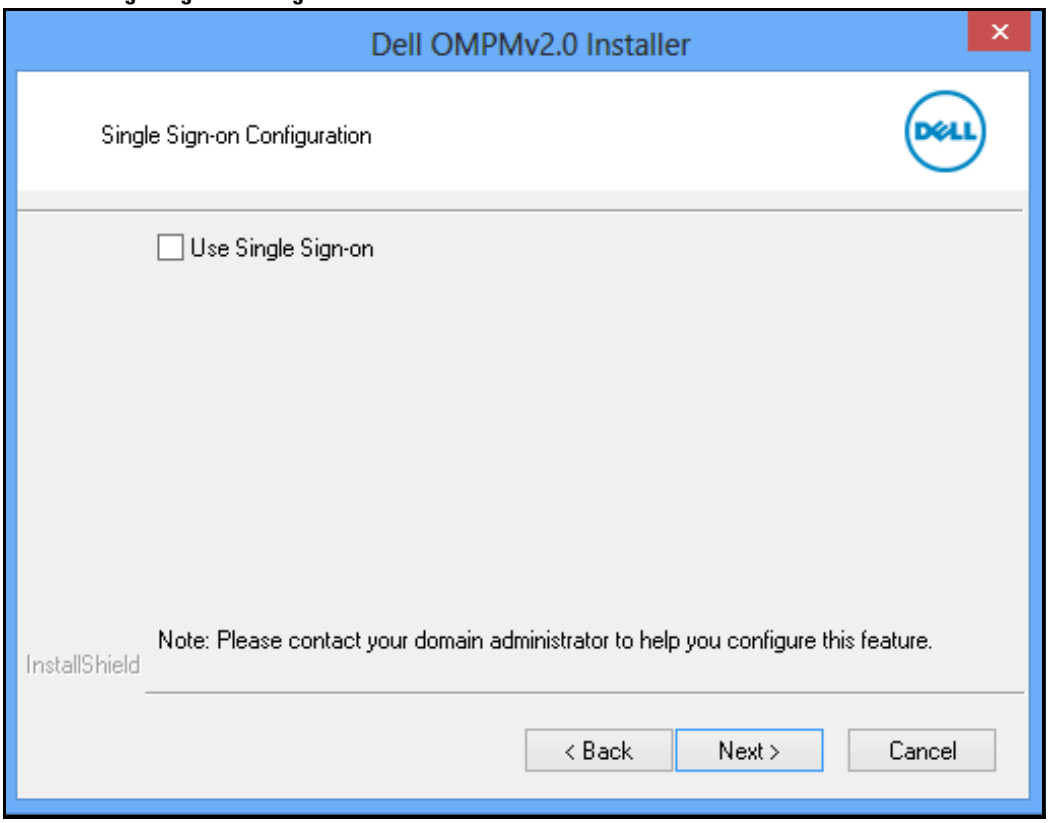
1 Complete the Active Directory Service Configuration and click **Next>**.

NOTE: It is mandatory to complete the Active Directory Configuration before proceeding with this configuration.

NOTE: Single Sign-on can only be set up at the installation stage. Check the Single Sign-on (SSO) FAQs at the end of the document for a detailed procedure on how to configure if you have skipped this step.

2 Select the **Use Single Sign-on** check box to show the properties to configure.

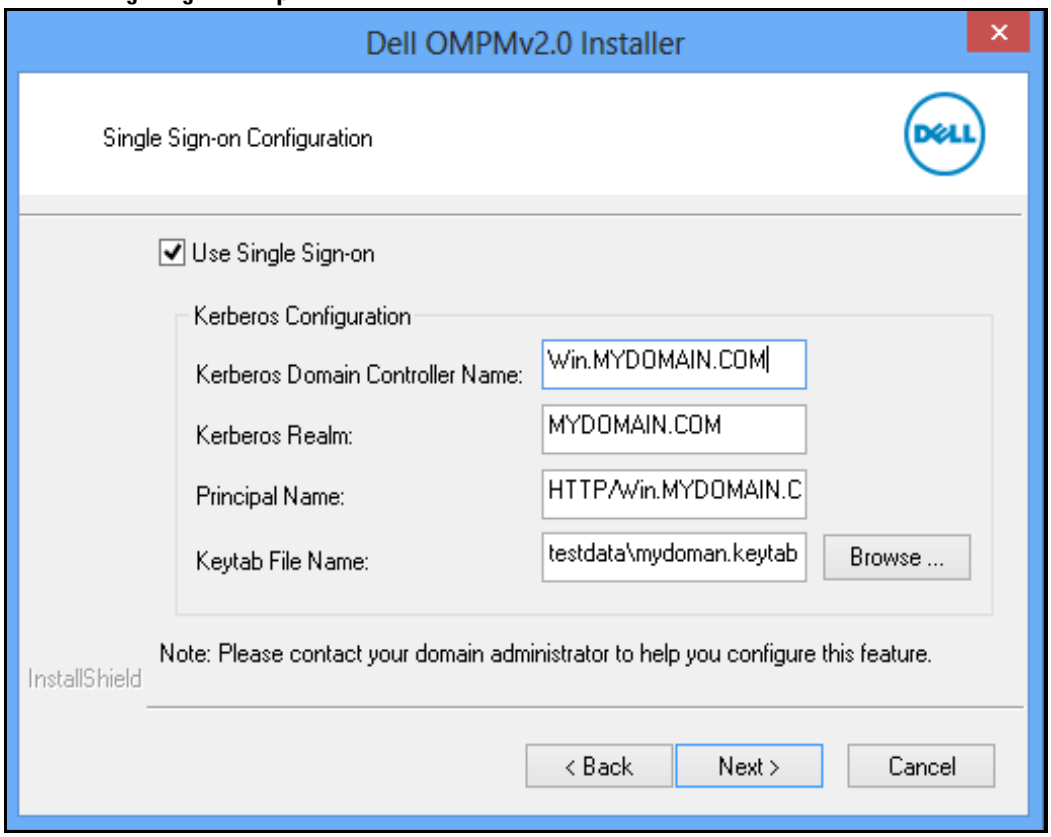
Figure 2-11. Single Sign-on Configuration Window



NOTE: This screen is displayed only when Active Directory Service configuration is complete.

3 Fill all the details in the text boxes.

Figure 2-12. Single Sign-on Properties



NOTE: All fields are mandatory.

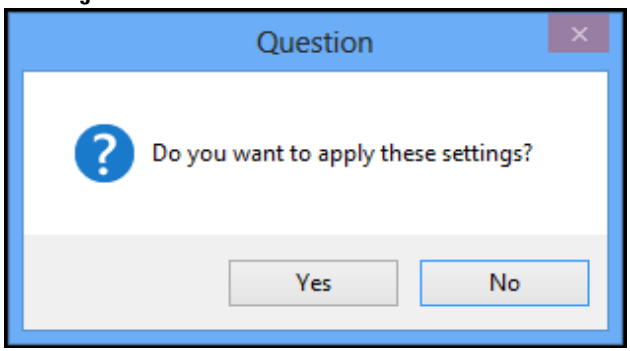
NOTE: Please contact your system administrator to help you fill these fields.

NOTE: See FAQs at the end of this document to understand Single Sign-on fields.

4 Click **Next >**.

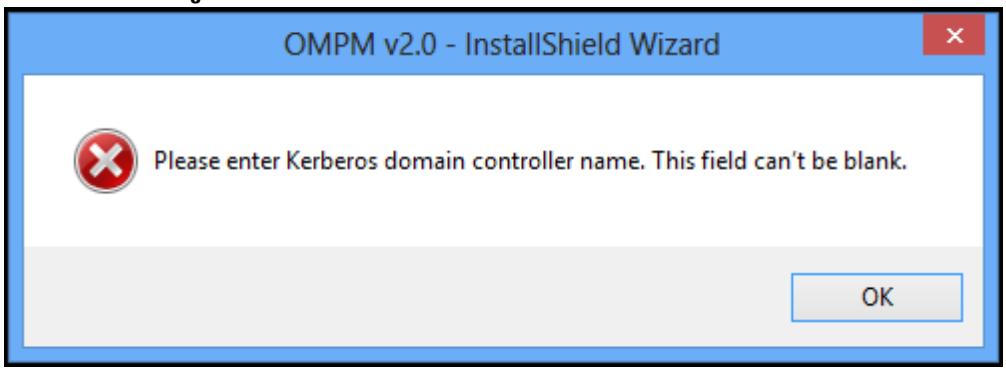
You will be prompted to confirm the settings.

Figure 2-13. Confirmation Message



5 Click **Yes** to confirm and continue with the installation or **No** to re-visit the settings.

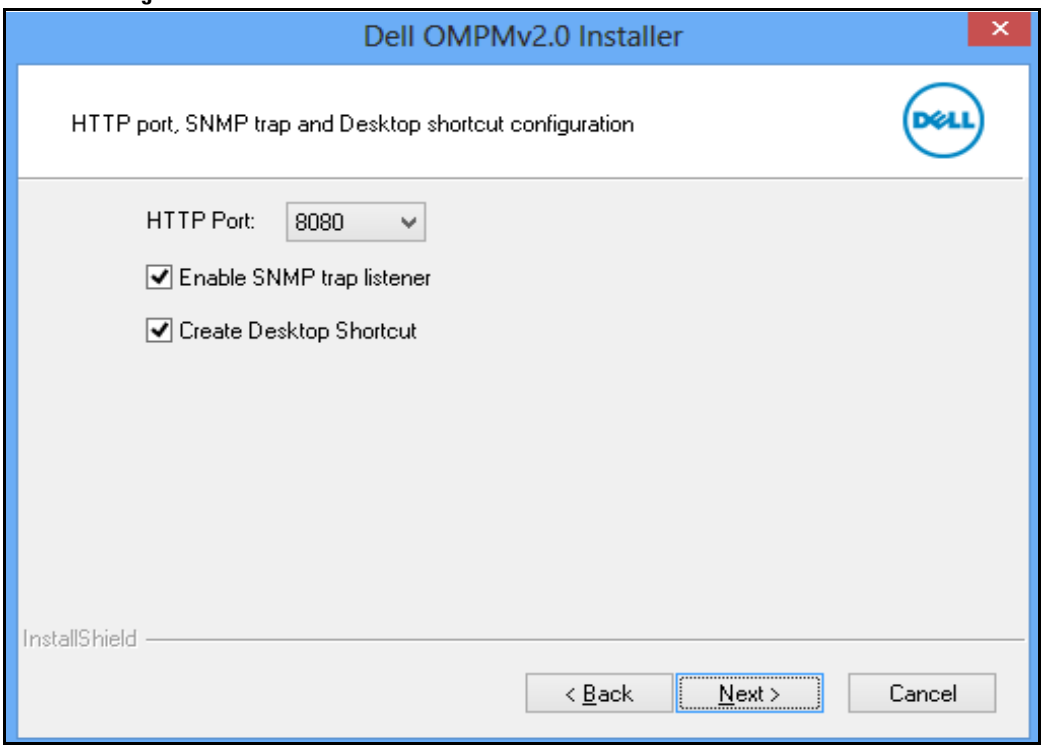
Figure 2-14. Error Message



NOTE: Error messages are displayed when you have not entered in the mandatory fields.

If Single Sign-on configuration is successful, then following window appears.

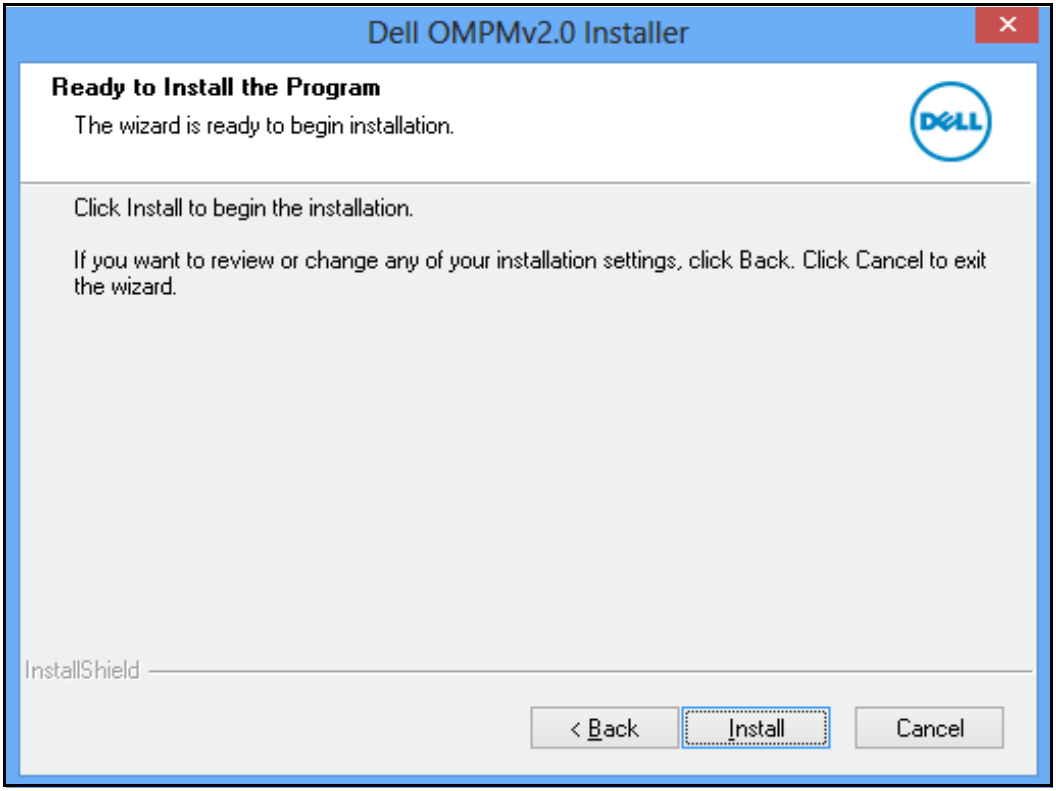
Figure 2-15. Configuration Window



6 In the window that appears, select the following:
- **HTTP Port**: You can select either port 80 or 8080.
- Enable **SNMP** trap listener.
- Create desktop shortcut.

7 Click **Next>**.

Figure 2-16. Installation Window



8 In the window that appears, click **Install**.

The **Setup Status** window appears.

Figure 2-17. Setup Status Window

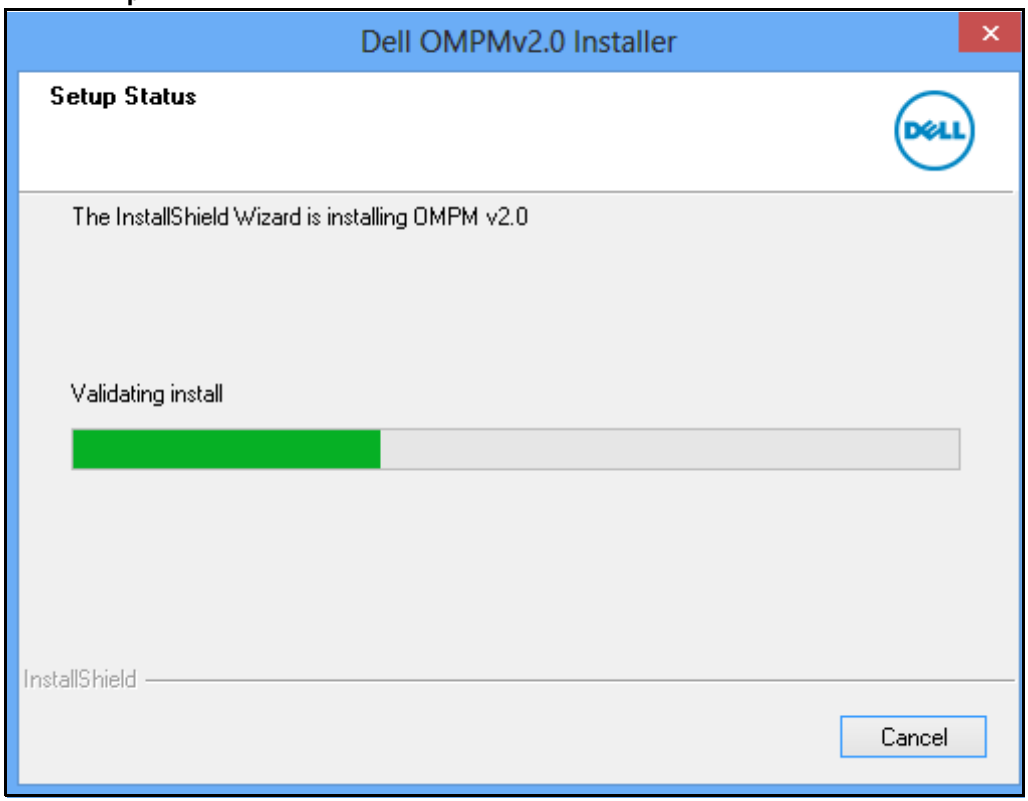
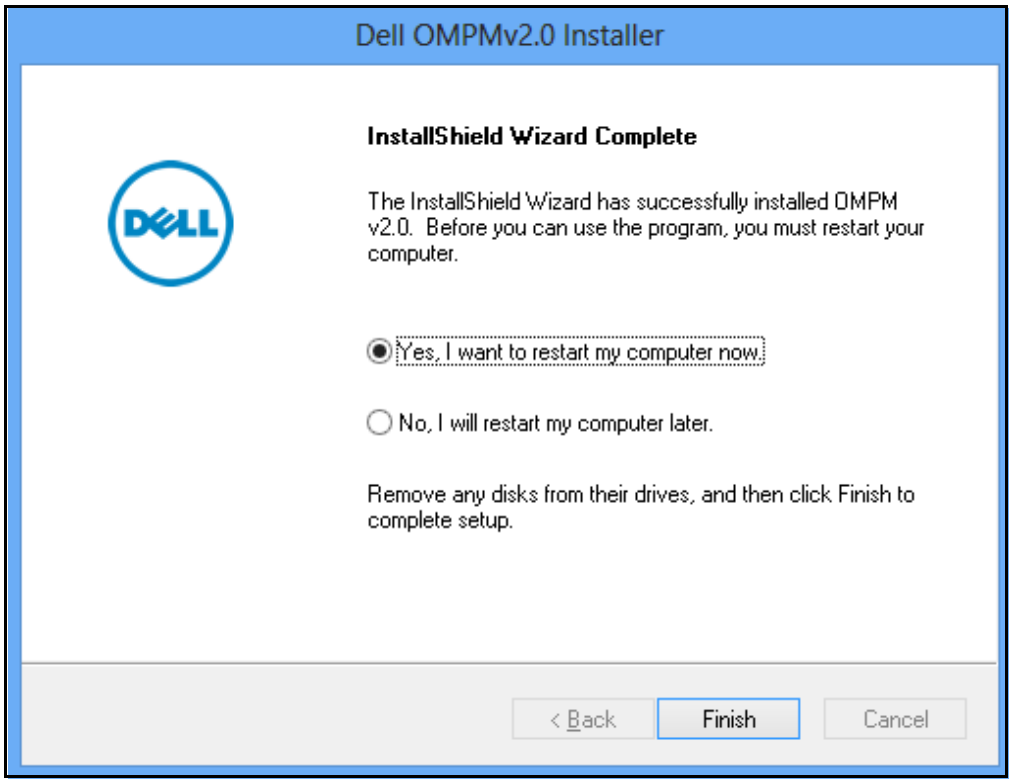


Figure 2-18. Exit Wizard Window



9 In the window that appears, click **Finish**.

OMPM is successfully installed.

NOTE: The default directory of OMPM is: **C:\<Program Files>\Dell Printers\OpenManage\OMPMv2.0.**

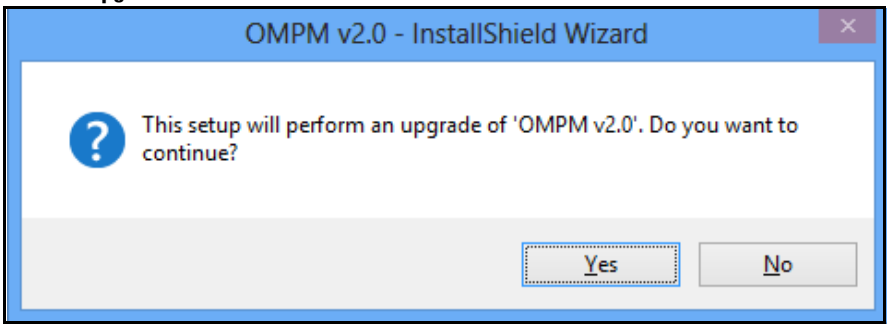
NOTE: After installing OMPM, you need to restart the system.

Upgrading OMPM

To upgrade OMPM, perform the following steps:

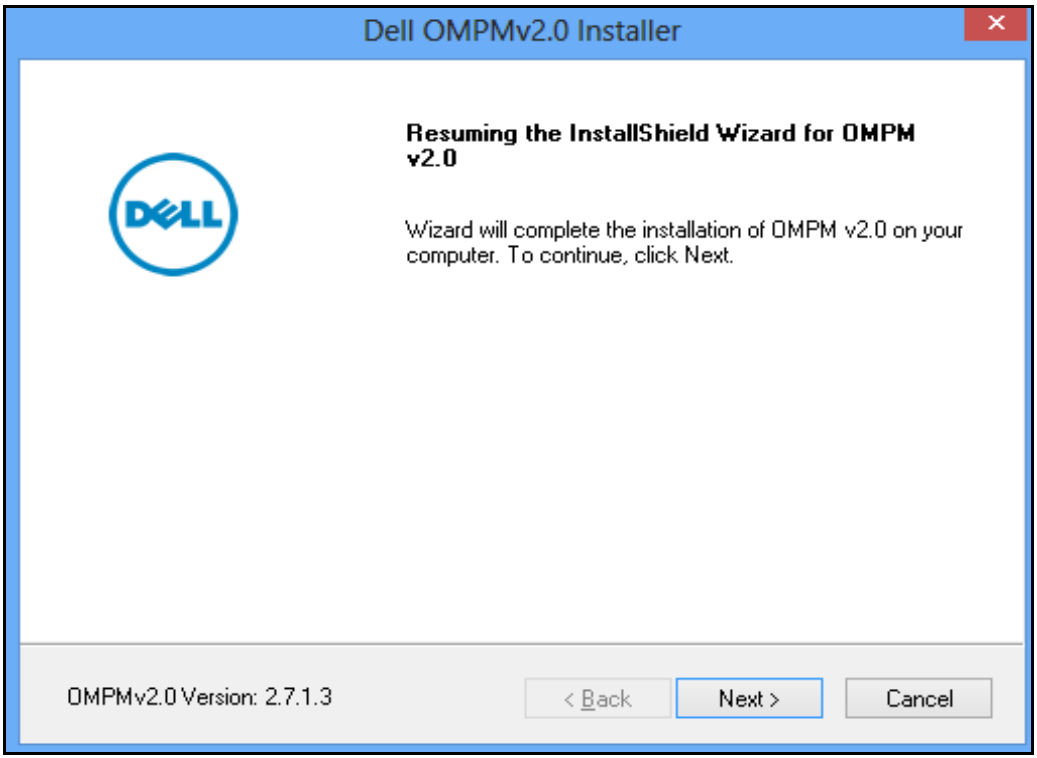
1. Download the latest OMPM installer package from the website *www.dell.com*.
2. Double click the downloaded installer file on the machine where earlier version of OMPM is already installed and running.

Figure 2-19. OMPM Upgrade Window



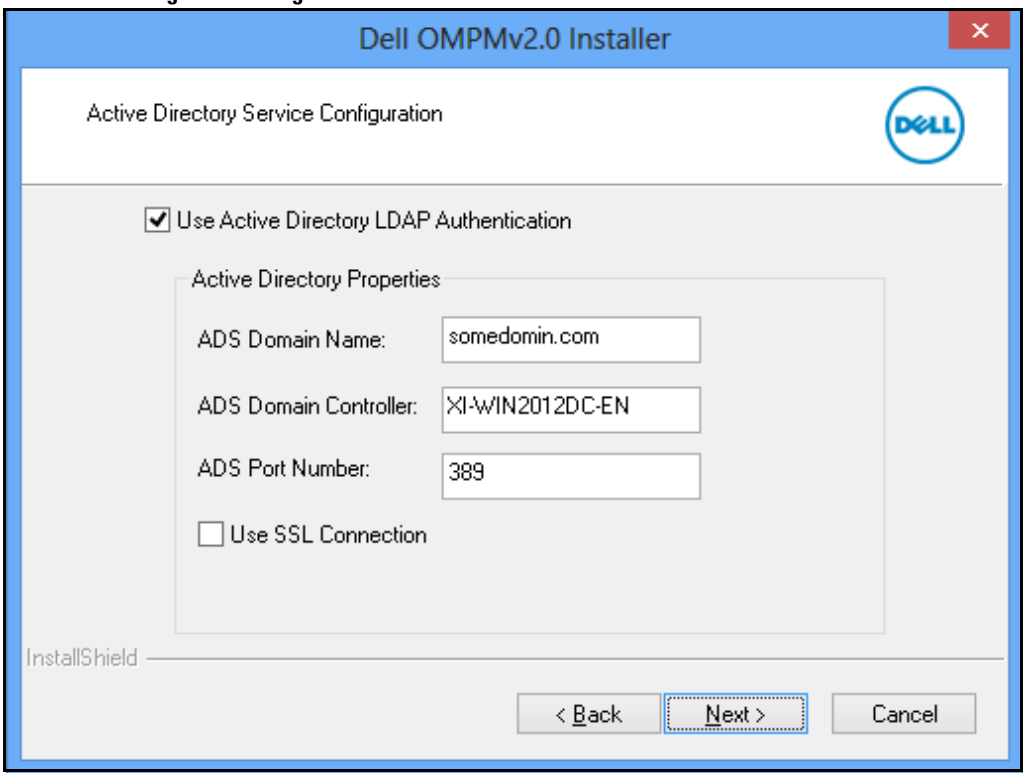
3. In the window that appears, click **Yes**.

Figure 2-20. OMPM InstallShield Wizard



4 In the window that appears, click **Next>**.

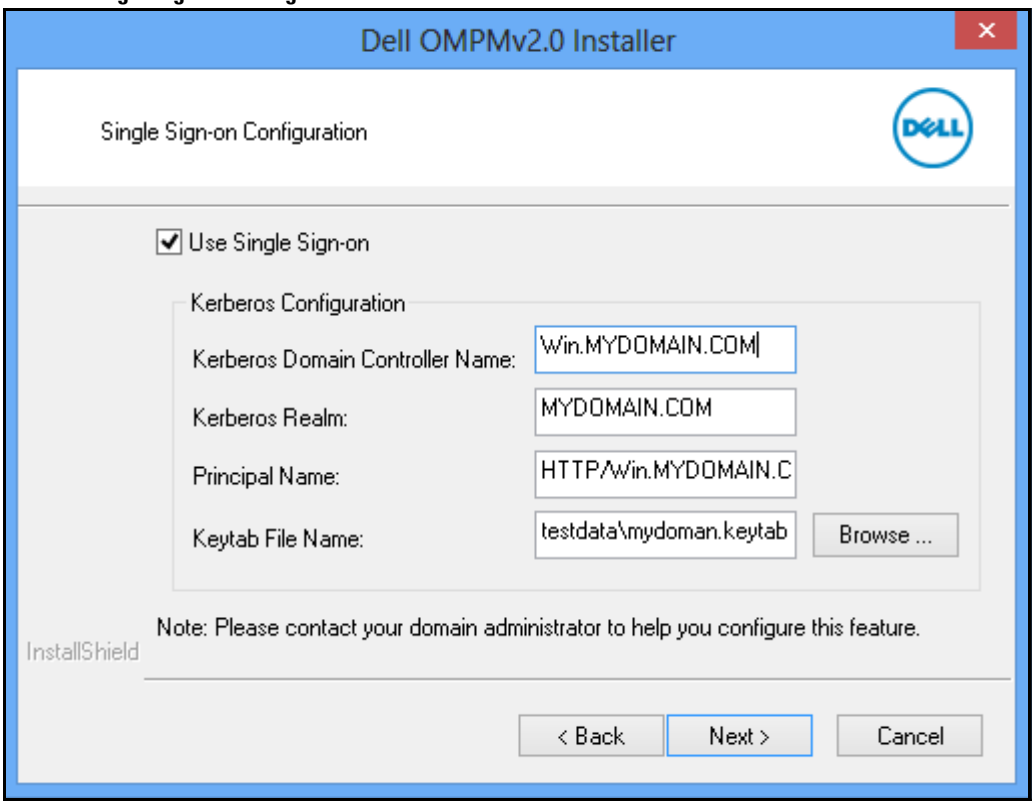
Figure 2-21. ADS Integration Configuration Window



NOTE: For more details about Active Directory (AD) authentication setup, see Setting up Active Directory (AD) Authentication.

5 Click Next >.

Figure 2-22. Single Sign-on Configuration

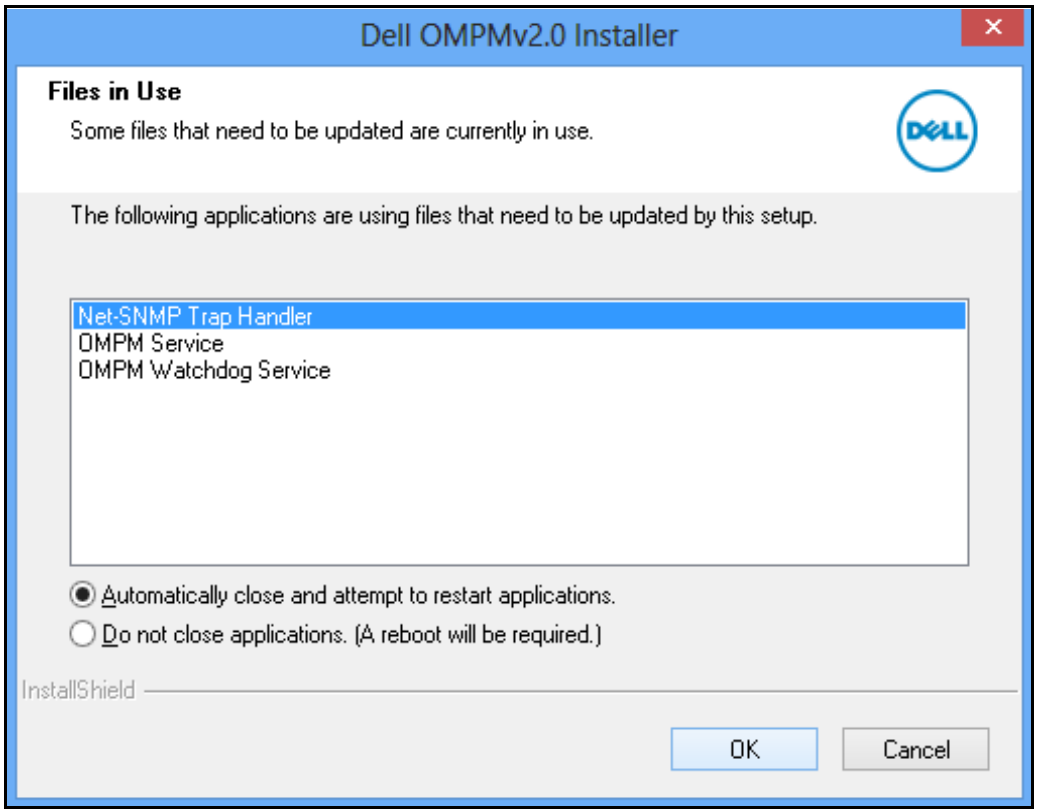


NOTE: For more details about setting up Single Sign-on, see Setting up Single Sign-on section.

6 Click **Next>**.

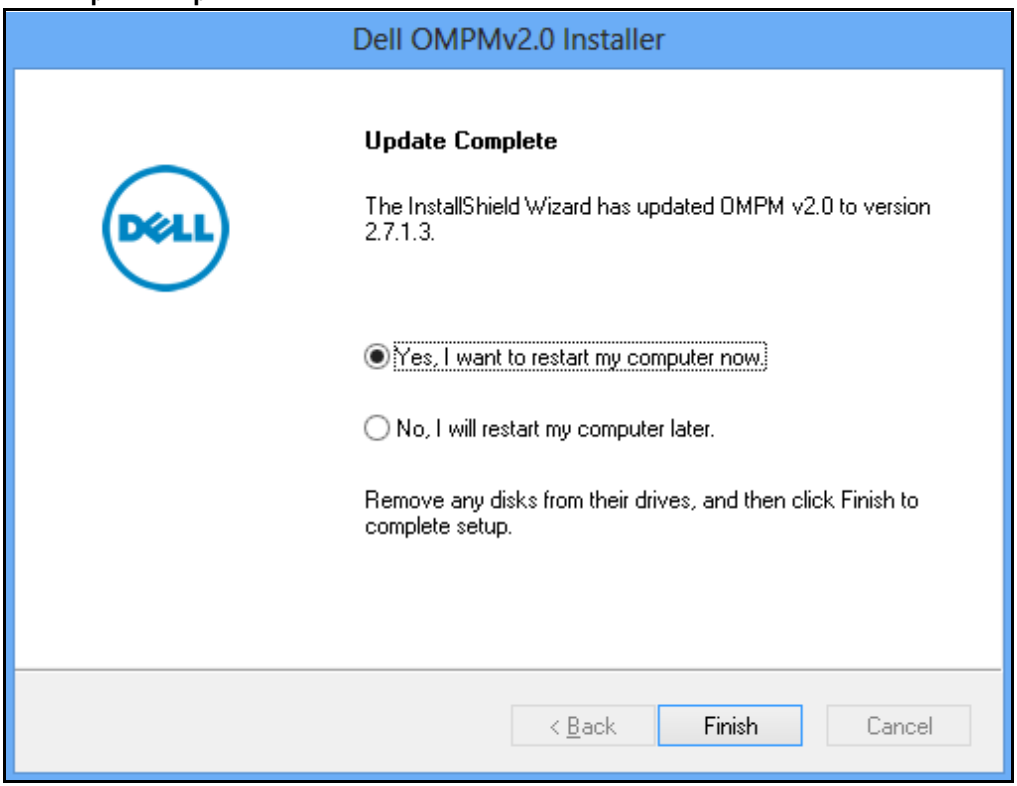
The **Files in Use** window appears if OMPM service is using files that need to be updated.

Figure 2-23. Files in Use



7 In the window that appears, click **OK**.

Figure 2-24. Update Completion Window



8 In the window that appears, click **Finish**.
OMPM is successfully updated.

Uninstalling OMPM

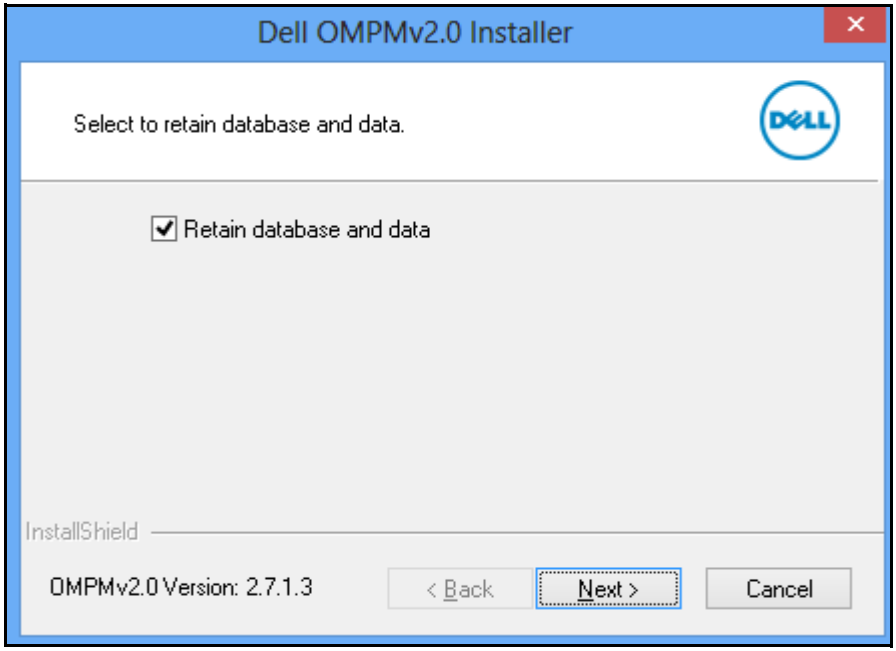
To uninstall OMPM from start option, click **Start** → **All Programs** → **Dell Printers** → **OpenManage Printer Manager** → **Uninstall**.

NOTE: Uninstalling OMPM results in cancellation of the license, but you can re-use the same license key by typing it again.

To uninstall OMPM, perform the following steps:

1. Uninstall using uninstallation shortcut or **Add/Remove** programs.
2. Follow the instructions as per the screen messages.

Figure 2-25. Retain Database and Database Window



NOTE: During uninstallation, OMPM prompts for database retention. If you choose to retain database, all the components of OMPM except the database are deleted. If you choose not to retain the database, it is deleted with all other components of OMPM.

3 In the window that appears, check **Retain database and data**, if you want to retain the database and data, and click **Next>**.

4 Follow the instructions as per the screen messages.

OMPM is successfully uninstalled.

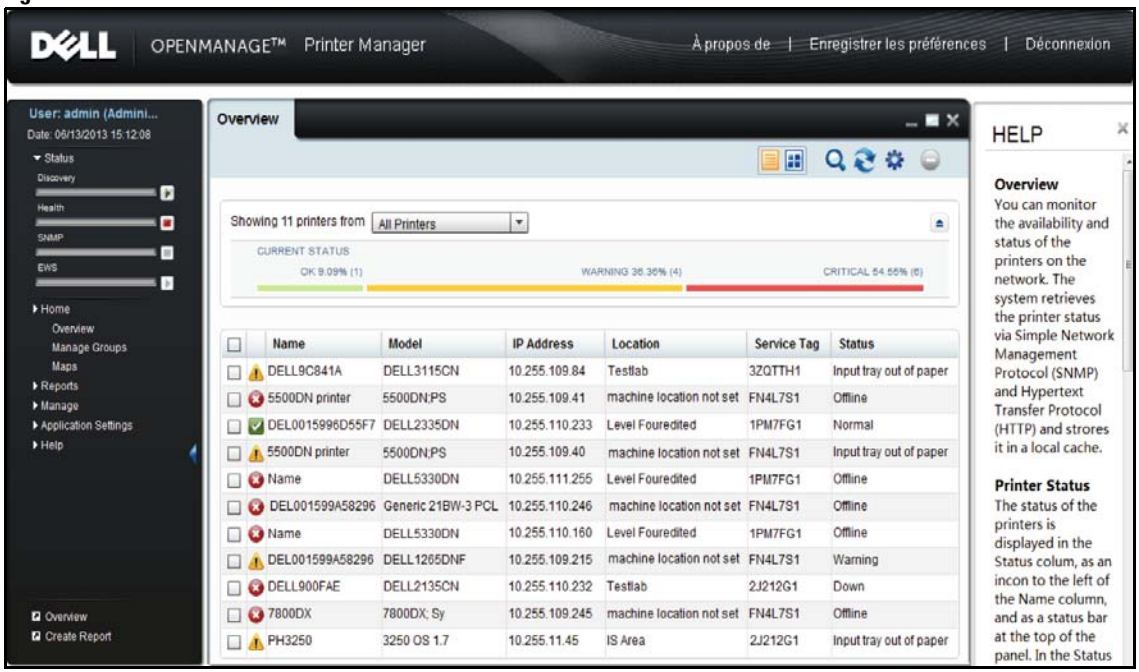
3

Navigation

The OpenManage Printer Manager (OMPM) interface consists of the following sections:

- Navigation panel
- Content area
- Help panel

Figure 3-1. OMPM Window



Title Bar

The title bar is located at the top of the OMPM window. It displays the name of the application, **About**, **Save preferences**, and **Logout** options.

Figure 3-2. Title Bar

- **About:** Displays general description about OMPM and its version number.

Figure 3-3. About Window

- **Save preferences**: Saves the current layout of OMPM. It stores the size and position of the main window and list of widgets that are open, except for printer details. It also saves the column width adjustments and positions. These saved preferences are re-called on subsequent logins.
- **Logout:** Logs you off from OMPM.

Navigation Panel

The navigation panel enables you to explore each feature of OMPM.

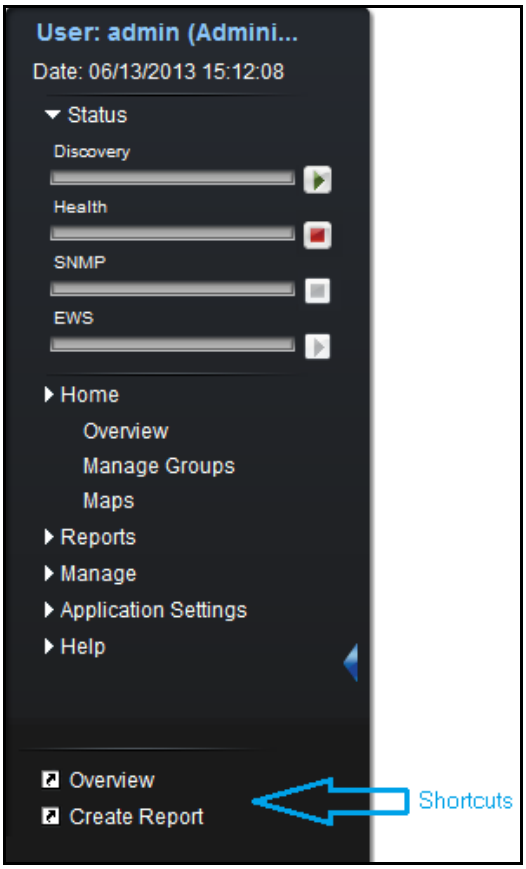
The navigation panel displays the date of login and name of the user accessing OMPM. The Status Indicator displays the real-time status of Discovery, Health, SNMP and EWS operations.

You can access the following options:

Feature		Description
Status		
	Discovery	Discovery status indicator displays the status of Discovery operation.
	Health	Health status indicator displays the status of Health operation.
	SNMP	SNMP status indicator displays the status of SNMP operation.
	EWS	EWS status indicator displays the status of EWS operation.
Home		
	Overview	Provides an overview of printer details.
	Manage Groups	Enables you to create printer groups and assign printers to these groups.
	Maps	Enables you to upload maps and mark printers on the uploaded maps.
Reports		
	Create Reports	Enables you to generate reports that have printer details.
Manage		
	Discovery	Enables you to discover printers in a network.
	Templates	Enables you to upload or update templates.
	Connections	Enables you to configure and update SNMP and Embedded Web Server (EWS) settings.
	Upgrade	Enables you to upload or update the firmware tool.
	Alerts	Enables you to send E-mails to or users about printer-related events.
	Configuration	Enables you to copy and configure printer settings.

	Feature	Description
	Schedules	Lists the status of the scheduled processes.
	Logs	Enables you to track the user and user actions.
Application Settings		
	Users	Lists details of OMPM users and AD users authenticated to use OMPM.
	DB Cleanup	Enables you to remove unwanted data from the database.
	DB Backup	Enables you to save the backup of the database.
	Manage Plugins	Enables you to add and delete plugins for additional features.
Help		
	User Guide	Displays context-sensitive help.
	License	Provides license details and has provision for entering the License key.

Figure 3-4. Navigation Panel



Hide and Display the Navigation Panel

In the navigation panel, click the arrow button on the right-side to hide or display the navigation options. Hiding the navigation panel increases the work area of the content panel.

Shortcuts

You can create or delete shortcuts for features that you might use frequently. To create shortcut, select the feature of your choice from the main menu and drag and drop it in the shortcut panel at the bottom of the navigation panel.

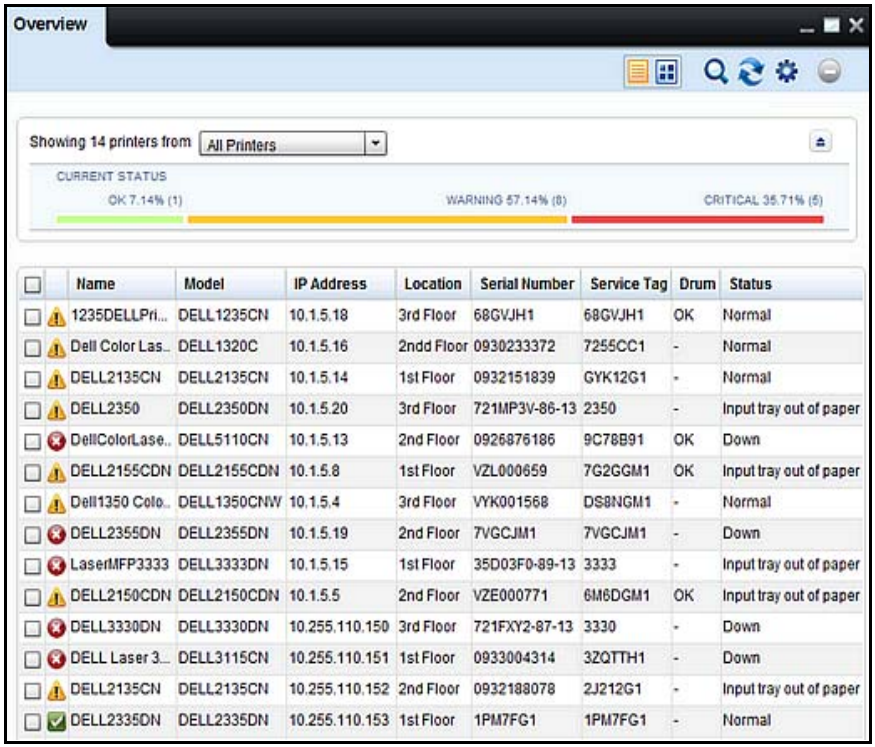
To delete the shortcuts, select the feature from the shortcut panel, right click and select **Delete Shortcut** from the menu.This deletes the selected feature from the shortcut panel.

NOTE: You can create a maximum of seven shortcuts in the navigation panel.

Content Area

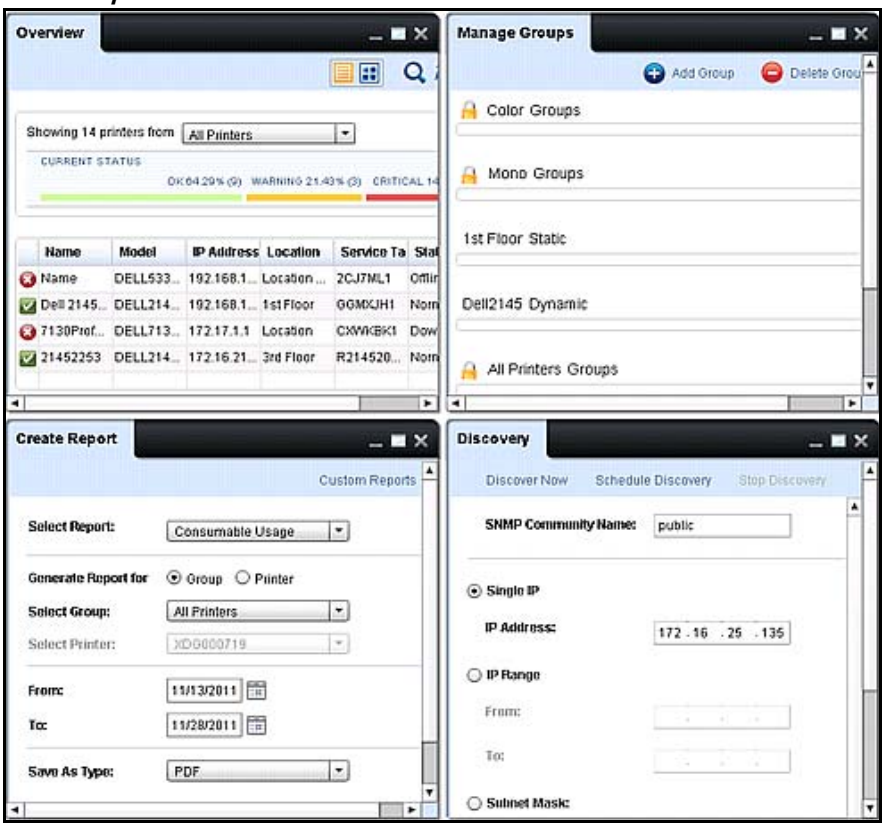
Content area is the work space that displays the content of the feature selected in the navigation panel.

Figure 3-5. Content Window



Name	Model	IP Address	Location	Serial Number	Service Tag	Drum	Status
1235DELLPri...	DELL1235CN	10.1.5.18	3rd Floor	68GVJH1	68GVJH1	OK	Normal
Dell Color Las...	DELL1320C	10.1.5.16	2ndd Floor	0930233372	7255CC1	-	Normal
DELL2135CN	DELL2135CN	10.1.5.14	1st Floor	0932151839	GYK12G1	-	Normal
DELL2350	DELL2350DN	10.1.5.20	3rd Floor	721MP3V-86-13	2350	-	Input tray out of paper
DellColorLase...	DELL5110CN	10.1.5.13	2nd Floor	0926876186	9C78B91	OK	Down
DELL2155CDN	DELL2155CDN	10.1.5.8	1st Floor	VZL000659	7G2GGM1	OK	Input tray out of paper
Dell1350 Colo...	DELL1350CNW	10.1.5.4	3rd Floor	VYK001568	DS8NGM1	-	Normal
DELL2355DN	DELL2355DN	10.1.5.19	2nd Floor	7VGCJM1	7VGCJM1	-	Down
LaserMFP3333	DELL3333DN	10.1.5.15	1st Floor	35D03F0-89-13	3333	-	Input tray out of paper
DELL2150CDN	DELL2150CDN	10.1.5.5	2nd Floor	VZE000771	6M6DGM1	OK	Input tray out of paper
DELL3330DN	DELL3330DN	10.255.110.150	3rd Floor	721FXY2-87-13	3330	-	Down
DELL Laser 3...	DELL3115CN	10.255.110.151	1st Floor	0933004314	3ZQTTH1	-	Down
DELL2135CN	DELL2135CN	10.255.110.152	2nd Floor	0932188078	2J212G1	-	Input tray out of paper
DELL2335DN	DELL2335DN	10.255.110.153	1st Floor	1PM7FG1	1PM7FG1	-	Normal

Figure 3-6. Window Layout



Overview window is the default content panel displayed when you log in to OMPM.

Following are the options displayed at the top of the content window that helps you to manage the window:

- **Minimize**: Minimizes the active content panel to the OMPM task bar.

  To restore the panel, click the OMPM task bar.

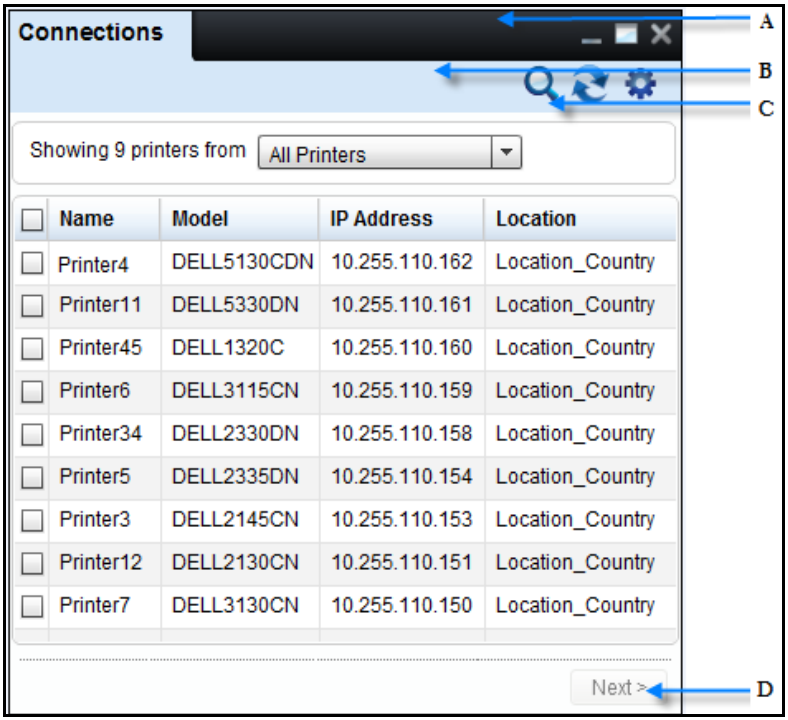
- **Maximize**: Maximizes the active content panel to fill the content area.

  To restore the panel to the former size, click the **Restore** button.

- **Close**: Closes the active content panel.

- **Tile** or **Cascade**: Helps the currently opened windows to tile or cascade.
  To tile or cascade, right click the window header and select **Tile** or **Cascade** from the menu.

Figure 3-7. Window Structure

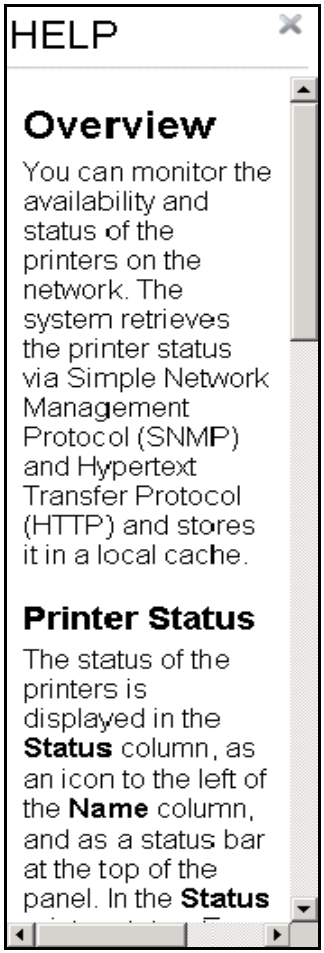


Part	Description
A: Window header	Indicates the header of the active content panel.
B: Blue tab	Indicates the tab with window options.
C: Window options	Indicates the options to perform a particular task.
D: Command button	Indicates the rectangular button that initiates an action.

Help Panel

Help panel displays a list of help topics. Click the desired topic to view the help content.

Figure 3-8. Help Panel



This panel displays context-sensitive help corresponding to the feature displayed in the content area.

4

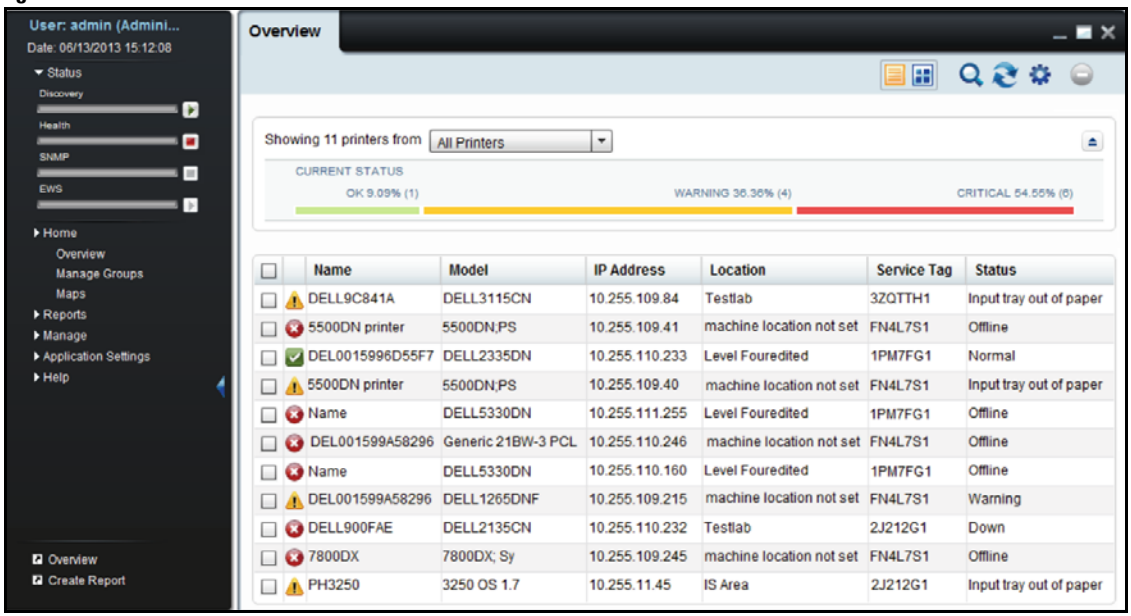
Status Indicator

The Status Indicator feature allows you to view the status of Discovery, Health, SNMP and EWS operations.

On the navigation panel, you can see the progress of the operations. If you are a user with administrative privileges, then you can start and stop an operation.

In the navigation panel, click **Status** to view the status indicator.

Figure 4-1. Status Indicator



Hover your mouse over the operation name or the progress bar to know the percentage of completion of the operation.

To get detailed status description of the operations, click on the operation name on the navigation panel and this will take you to the status widget.

NOTE: When you click the Discovery start button, the Discovery widget screen appears.

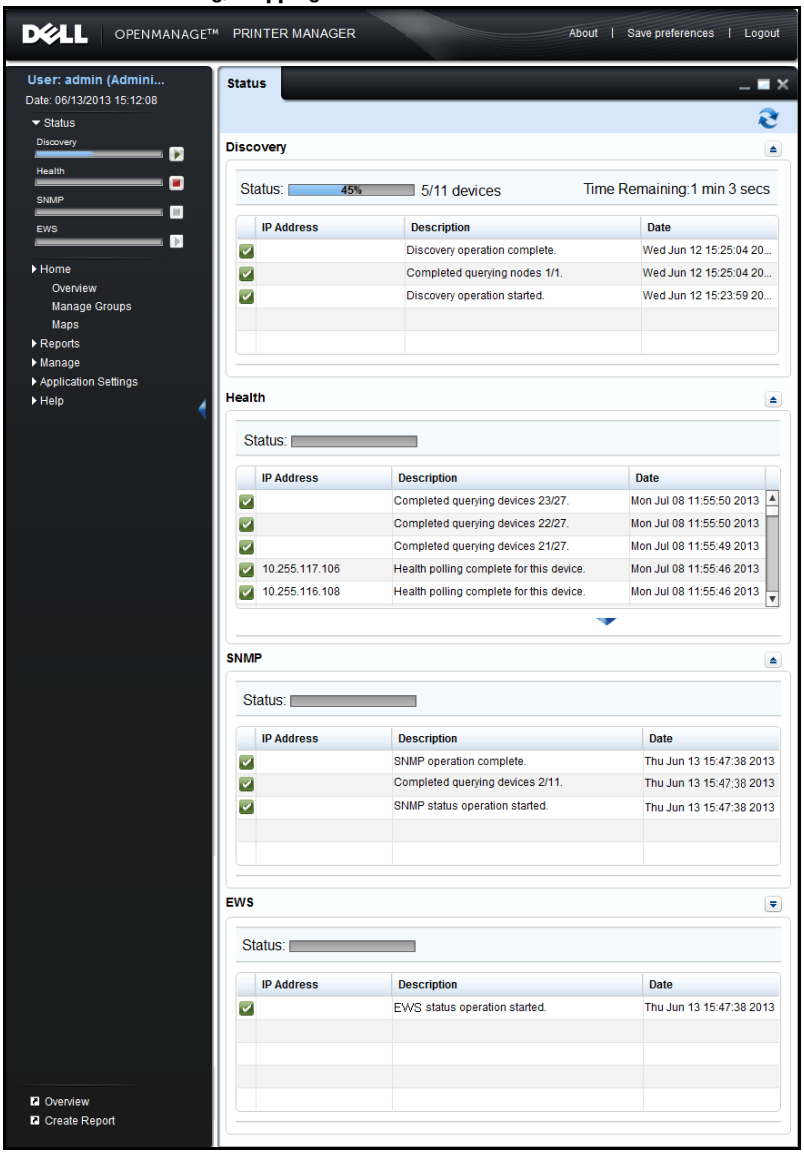
The operation is in a suspended state if the status icon turns green. Click on the start icon next to the progress bar of the operation to start it. When you start an operation, the start icon turns grey indicating that your action is being processed and that the operation is 'starting'. You will not be able to perform actions in this state. Your operation is active or is running when the status icon turns red .

The operation is in an active state if the status icon turns red. Click on the stop icon next to the progress bar of the operation to stop it. When you stop an operation, the stop icon turns grey indicating that your action is being processed and that the operation is 'stopping'. You will not be able to perform actions in this state. Your operation is suspended or has stopped when the status icon turns green .

NOTE: Users with administrative privileges can perform start and stop operations where as users without admin privileges can view only the status of operations.

NOTE: The stopping of an operation may take a few moments.

Figure 4-2. Status Indicator in Running, Stopping and Idle states



Status Monitoring Widget

The Status widget enables you to explore the detailed status of the operations.

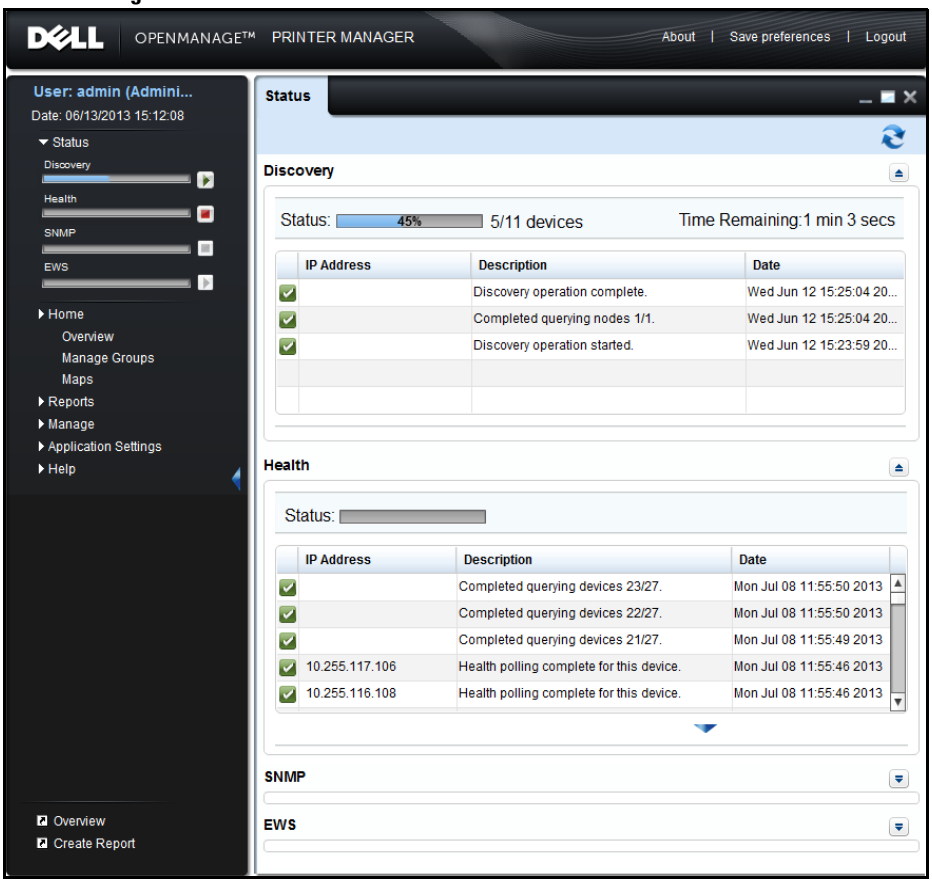
In the Status widget you can see the progress of the operation in terms of percentage, number of devices completed and time remaining for status of Discovery, Health, SNMP and EWS. The time remaining is shown in HH:MM:SS format.

Status information is automatically refreshed every 30 seconds. You can also force a refresh anytime by clicking the Refresh icon.

When you click on the label of an operation, the status widget is opened and the corresponding group is expanded displaying a default number of rows.

If you want to increase the viewing area of the data grid, click on the arrow icon to expand the accordion. Click on the arrow icon to bring the accordion back to its default height.

Figure 4-3. Status Widget



The data grid displays the following fields:

Field	Description
Message Category	Displays an icon based on the message description.
IP Address	Displays a list of scanned IP addresses.
Description	Displays information, errors or warnings.
Date	Displays the date and time when the activity has taken place.

NOTE: If there is an overlap of operations, for example, both discovery and health operations are in progress, then the time remaining and number of nodes will be re-estimated during the course of operation.

NOTE: Save preferences does not apply to this widget.

5

Overview

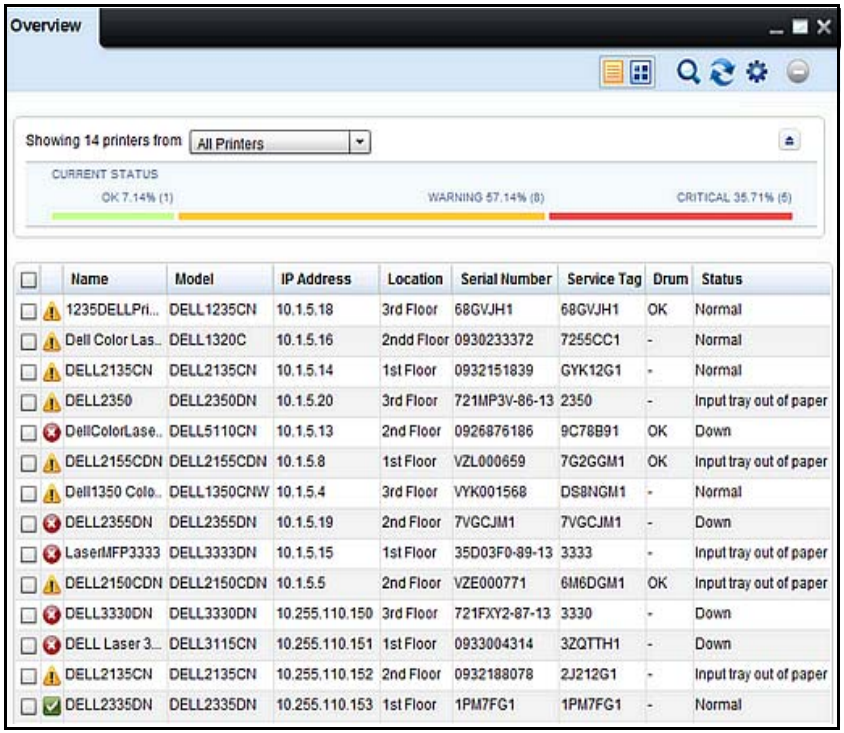
You can monitor the availability and status of the printers on the network. The system retrieves the printer status via Simple Network Management Protocol (SNMP) and Hypertext Transfer Protocol (HTTP)/Hypertext Transfer Protocol Secure (HTTPS) and stores it in a local cache.

Viewing Printer Status

To view printer status, perform the following steps:

1 In the Navigation panel, click **Home** → **Overview**.

Figure 5-1. Overview Window



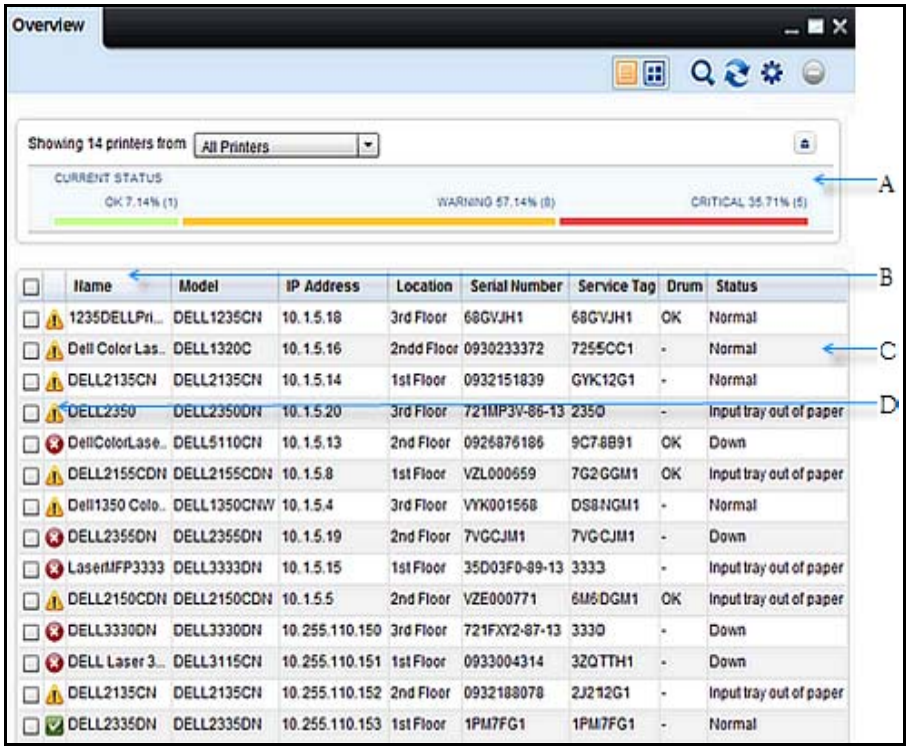
Field	Description
Name	Indicates the name of the printer in a group.
Model	Indicates the model number of the printer.
IP Address	Indicates the IP address of the printer.
Location	Indicates the location of the printer in a network.

Field	Description
Service Tag	Indicates the service tag of the printer.
Status	Indicates the status and the consumable levels of the printer in a network.

NOTE: See Settings for more information.

2 In the window that appears, select the printer group.
The printers belonging to the selected group are displayed.

Figure 5-2. Overview Window



Part	Description
A: Status bar	Indicates the severity of the printer status.
B: Name column	Indicates the name of the printers.
C: Status column	Indicates the reasons for the printer state.
D: Status icon	Indicates the status of the printers.

NOTE: In the **List View,** you can click the headers to sort.

Printer States

For the selected printer group, the status bar displays the percentage (%) of printers that fall into the following printer states:

- **OK** (good health/)
- **Warning** (warning/)
- **Critical** (critical/)

A printer is categorized into red, yellow, or green states based on the following criteria:

- Red:
  - Unable to print (printer is offline, indicating that printer is not ready to print)
  - No connection (unable to ping the printer during the last polling session)
  - Printer is down (printer is switched off, hardware failure, software failure, and so on)
- Yellow: Able to print. At least one consumable (C, M, Y, K, Imaging Drum, Fuser, Roller, input paper tray) is below threshold
- Green: Able to print (no printer errors)

NOTE: You can hide the printer status bar if required.

NOTE: In case of multiple imaging drum printers, the printer state depends on the level of all the imaging drums. That is, only if the levels of all the imaging drums are above threshold, the printer state appears in green.

Operations

On the top right corner of the **Overview** window, the following buttons are displayed:

- List View
- Tile View
- Search
- Refresh
- Settings
- Remove

List View

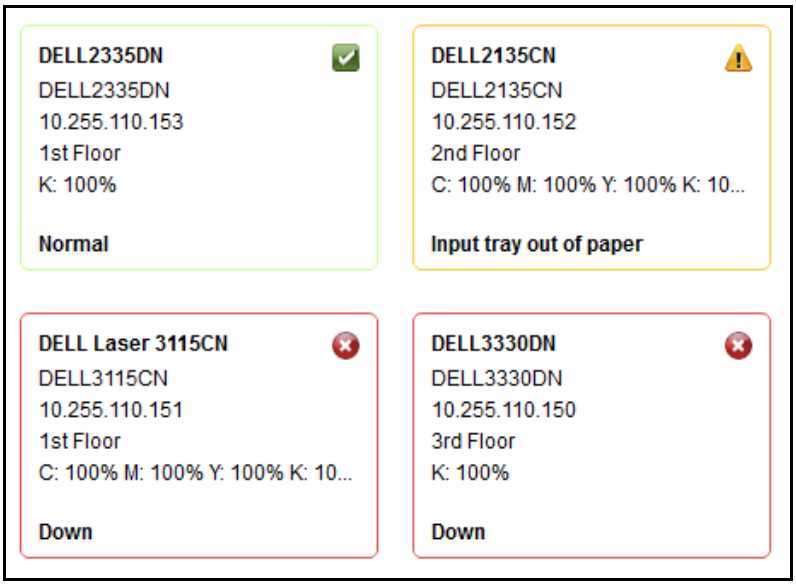
This is the default view displaying the printer parameters in the form of a list. You can select the parameters to be displayed in the **List View**.

NOTE: See Settings for more information.

Tile View

The printer parameters are displayed in the form of tiles. This view displays the same content as in the **List View**.

Figure 5-3. Tile View



NOTE: The '-' in the Figure 5-3 indicates that either the value is not available or printer is returning a negative undefined value. The value is unavailable when a printer is monochrome or the respective toner is missing.

Search

You can search for information related to the printers on the network by typing the relevant keyword in the **Search** field followed by pressing **ENTER** on the keyboard. Search can be done for all the columns available in the **Overview Settings** window.

Refresh

You can update the page with the recent changes made by clicking **Refresh**.

The default refresh time is one minute. You can change the default refresh time in the **Refresh UI interval** field, in the **Printer Settings** window.

NOTE: See Settings for more information.

Settings

Settings enable you to customize the **List View** by selecting the printer parameters that are displayed in the **Overview** window.

Settings also enables you to set the refresh interval for OMPM. At the set interval, OMPM polls the server, retrieves information on printers, and displays it in the **Overview** window.

NOTE: **Show columns** of **Printer Settings** is applicable only to **List View**.

Remove

You can remove printers from OMPM using the **Remove** button.

The **Remove** button is enabled only if one or more printers are selected.

Once you remove the printers, the printers and the associated data of the printers are removed from the system.

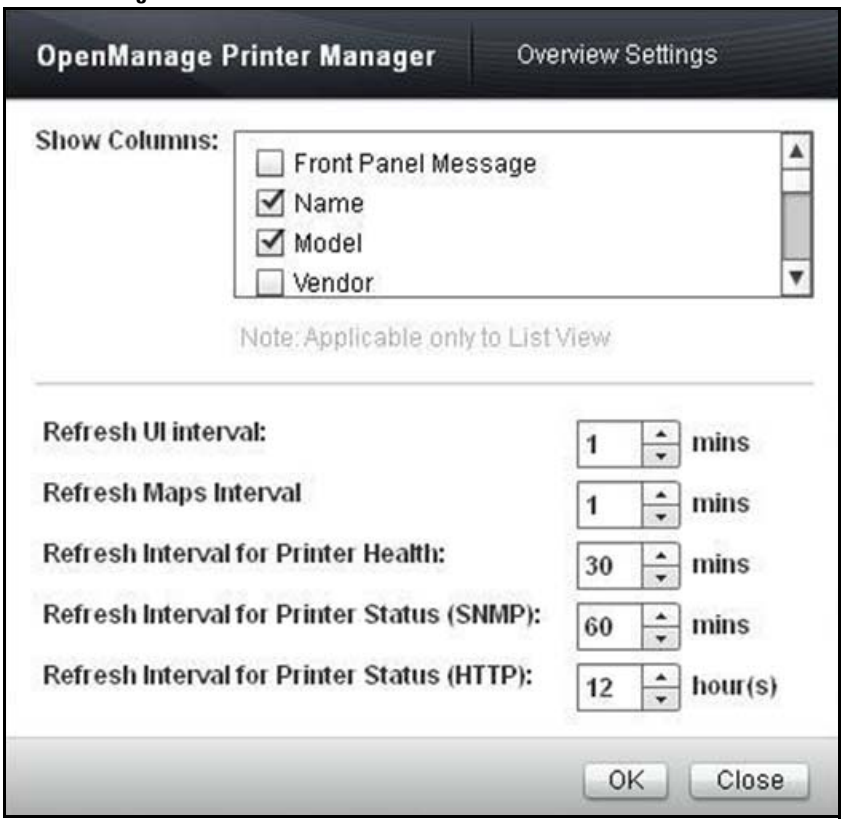
NOTE: Only the OMPM user with administrative privileges has the access to remove the printers.

Customizing Overview Columns

To customize overview columns, perform the following steps:

1 In the **Overview** window, click **Settings**.

Figure 5-4. Overview Settings



2 In the window that appears, from the **Show Columns** group box, select the required parameters to be displayed in the **List View** and click **OK**.

Customizing Polling Cycles

Printer monitoring involves three polling cycles namely Health, Status SNMP, and Status HTTP. The printer parameters, such as printer status, page count and supply level parameters vary frequently. These are queried during the Health polling cycle and are very important for understanding the print readiness of monitored devices.

Parameters such as tray status, network configuration and printer settings do not vary frequently. These are queried during the status polling cycle.

As shown in Figure 5-4, we set the intervals for all the three polling cycles. The duration of the cycle depends on the number of printers managed.

To customize polling cycles, perform the following steps:

1. In the **Overview** window, click **Settings.**
2. In the window that appears, enter information in the following fields:
   a. In **Refresh UI interval** field, set the UI refresh interval.
   b. In **Refresh Maps Interval** field, set the refresh interval for maps.
   c. In **Refresh Interval for Printer Health** field, set the refresh interval for printer health cycle.
   d. In **Refresh Interval for Printer Status (SNMP)** field, set the refresh interval for SNMP printer status cycle.
   e. In **Refresh Interval for Printer Status (HTTP)** field, set the refresh interval for HTTP printer status cycle.
3. Click **OK**.

Printer Details

The **Overview** feature helps you to view and modify the printer details for printers in a network.

Viewing and Modifying Printer Details

To view and modify the printer details, perform the following steps:

1. In the **Overview** window, click the name of the printer that you want to view or modify.
2. In the window that appears, enter or modify information in the required fields and click **Apply**.

NOTE: While modifying the printer details in OMPM, credentials like Embedded Web Server (EWS) login name, password, and SNMP write community have to be set exactly as on printer EWS.

Field Descriptions

This section provides details of fields that are described under various tabs of printer details.

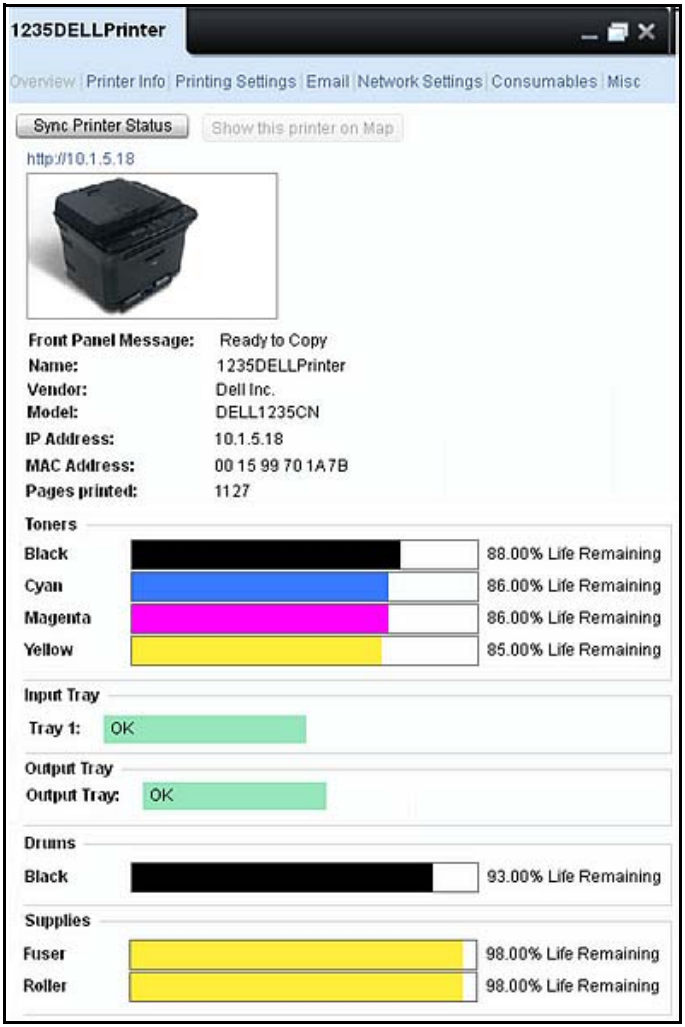
Following are the tabs displayed in the printer details window:

- Overview
- Printer Info
- Printing Settings
- E-mail
- Network Settings
- Consumables
- Miscellaneous

Overview

This window provides basic information of a printer, along with an overview of printer supplies and consumables.

Figure 5-5. Overview Window



Field	Description
Front Panel Light Status/Name	Indicates the status of the printer.
Name	Indicates the name of the printer.
Vendor	Indicates the name of the manufacturer of the printer.
Model	Indicates the model name of the printer.
IP Address	Indicates the IP address of the printer.
MAC Address	Indicates the MAC address of the printer.
Supplies	Indicates the level* of supplies (imaging drum, fuser, and roller) remaining in %.
Consumables	Indicates the level* of consumables (C, M, Y and K) remaining in %.
Imaging Drums	Indicates the level* of imaging drums (C, M, Y and K) remaining in %.

* The % values are approximate.

NOTE: The data for each printer is displayed based on the last successful polling.

Show this Printer on Map

You can locate a printer on the map by clicking **Show this printer on Map** in the **Printer Details** window.

Upon clicking **Show this printer on Map**, the **Maps** window gets opened automatically with the printer marked on the map.

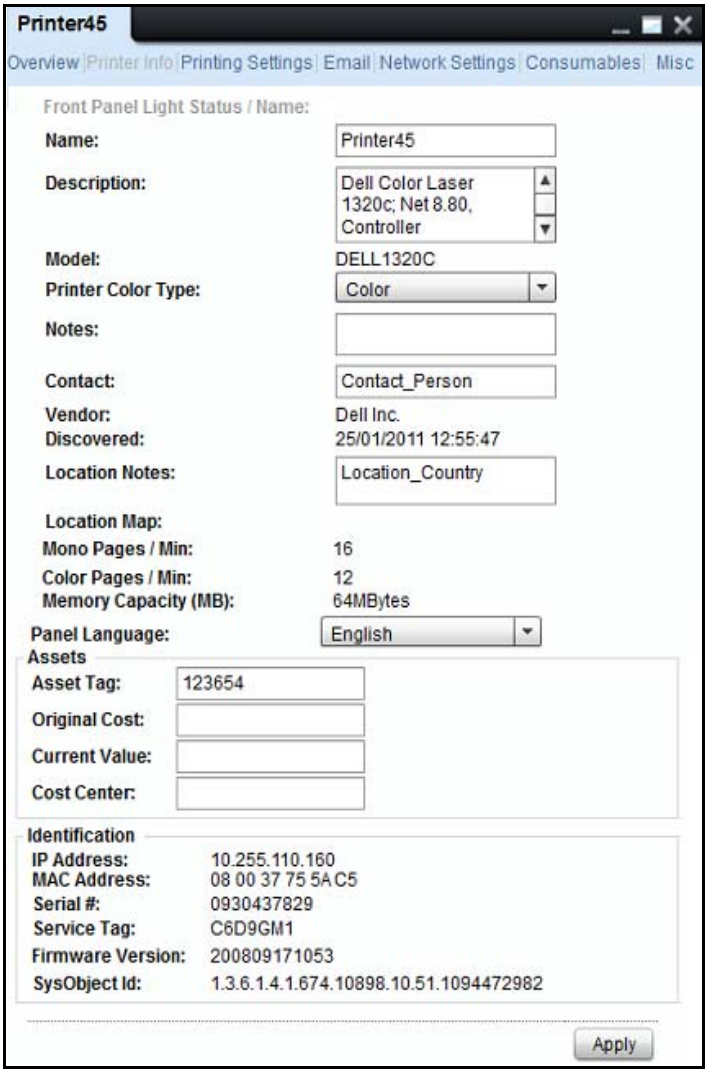
OMPM shows a ToolTip on the located printer.

If the printer to be located is not marked on any map, then OMPM disables the **Show this printer on Map** button and shows a ToolTip with a message saying, *A map is not associated with this printer.*

Printer Info

This window provides an overview of the printer details and discovered properties of the printer.

Figure 5-6. Printer Info Window



Field	Description
Front Panel Light Status/Name	Indicates the status of the printer.
Name	Indicates the name of the printer.
Description	Indicates the text description of the printer.
Last Modified	Indicates the time the printer was last modified, either due to a user action or a poll.
Model	Indicates the model name of the printer, which is determined by the template associated with the printer.
Printer Color Type	Indicates the type of the printer (Color or Mono).
Notes	Indicates special notes for the printer.
Contact	Indicates the person responsible for maintaining the operational state of the printer.
Discovered	Indicates the date the printer was originally discovered.
Mono Pages/Min	Indicates the speed of the printer in number of pages for monochrome output, as reported by the manufacturer.
Color Pages/Min	Indicates the speed of the printer in number of pages for color output, as reported by the manufacturer.
Memory Capacity (MB)	Indicates the memory capacity of the printer.
Panel Language	Indicates the language on the panel of the printer.
Panel Lock On	Indicates whether the front panel of the printer is locked or not. This setting locks the facility to change the configuration of the printer from the front panel. However it allows using the front panel to interact with the printer. Individual printer determines the display of the features in the front panel.

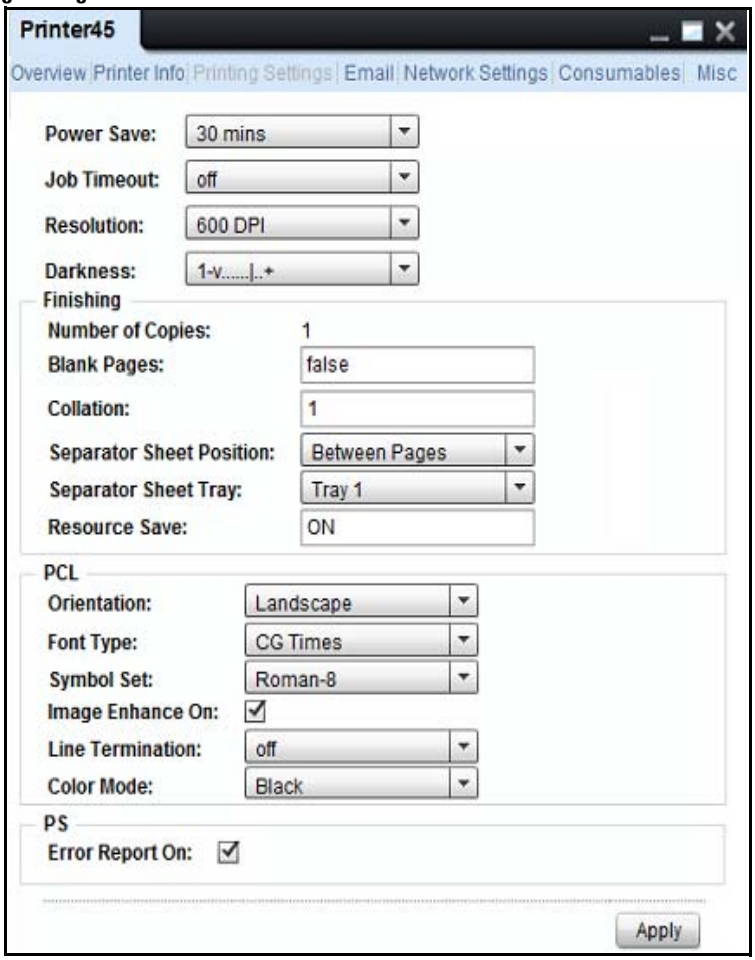
Field	Description
Asset Tag	Indicates the tag of the printer, which is used to hold an asset identifier value. An asset tag is for user's internal purposes, and the value is set by the user.
Original Cost	Indicates the original cost of the printer stored in the database.
Current Value	Indicates the current cost of the printer stored in the database.
Cost Center	Indicates the recent value stored in the database that tracks the cost center of the printer.

Field	Description
IP Address	Indicates the IP address of the printer.
MAC Address	Indicates the MAC address of the printer.
Serial #	Indicates the serial number reported by the printer. It is used for tracking the printer details and identifying the printer when reading configuration and status details.
Service Tag	Indicates the Dell Service Tag of the device.
Firmware Version	Indicates the main firmware version of the printer. Many printers track several different subsections of the firmware, but provide an overall firmware version. On printers for which templates are associated, if an overall firmware version is not provided by the printer, the Firmware Version displays the main engine version of the firmware, or the highest logical unit available.

Printing Settings

This window displays settings for the selected printer.

Figure 5-7. Printing Settings Window



Field	Description
Power Save	Indicates the time (in minutes) that the printer takes to enter into power save mode after the last activity. Activity refers to a print job and is not affected by management activity, SNMP, and other network activities.
Job Timeout	Indicates the time, in seconds, the printer allows a job to process without printing, before the job is terminated. This time stops the printer from being permanently busy due to a single print job.
Error Alarm On	Indicates the status to activate an alarm, in case of an error.
Toner Alarm On	Indicates the status of an alarm, in case of low toner.
Text Print On	Indicates whether the printer prints jobs involving only text is on or off. This is sometimes turned off to prevent a corrupt Printer Command Language (PCL) job from being interpreted as text. In that case the printer will print a large number of blank pages.
ID Print	Indicates whether the feature that prints the user name of the printing jobs is on, in small font at the bottom of each page.
Resolution	Controls the default resolution of the print jobs. Many printers ignore this setting because PCL and PostScript (PS) jobs generally specify print resolution as part of the job and overrule this setting.
Darkness	Controls the default darkness of the print jobs. Many printers ignore this setting because PCL and PS jobs generally specify print darkness as part of the job and overrule this setting.
Substitute Tray	Selects the input tray for printing when the input tray fails to work.
Non-Dell Toner	Indicates the status to enable or disable the use of non-Dell toner.
Number of Copies	Indicates the number of copies to be printed. This is ignored since most PCL and PS jobs specify copy count as a part of the job and overrule this setting.
Blank Pages	Indicates the number of blank pages to be printed between two jobs.
Collation	Enables the collation of output.
Banner Sheet Position	Enables banner print function and determines the printing. Banner pages contain printed text like the user, date, time, and so on.
Banner Sheet Tray	Selects the paper tray used for banner pages.
Separator Sheet Position	Identifies the position of the blank page in a printing job.

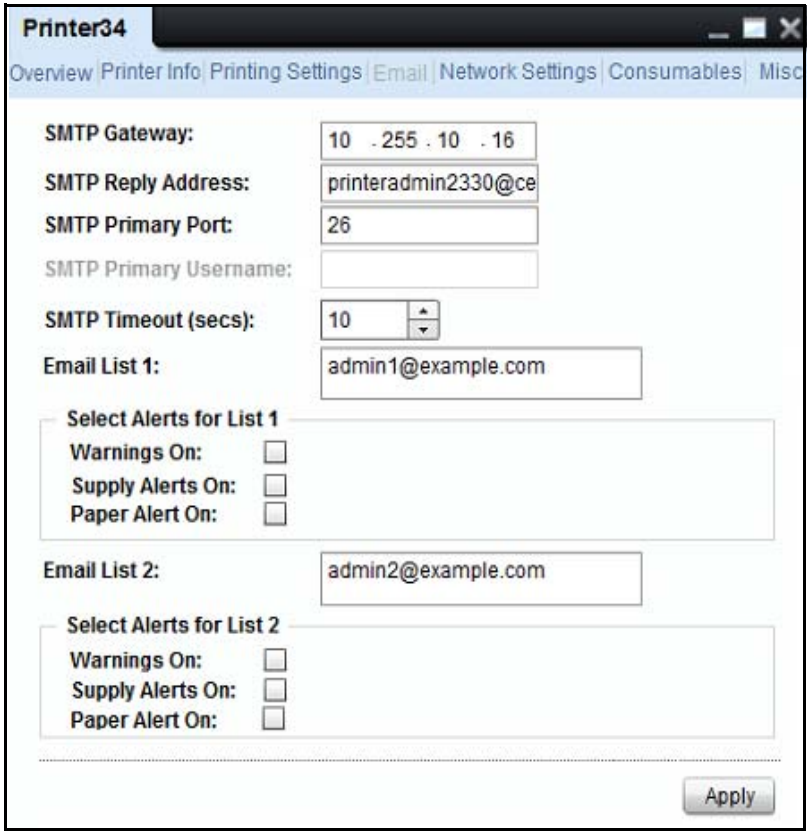
Field	Description
Separator Sheet Tray	Specifies a tray for separator sheets. For example, putting brightly colored paper in tray 4 and using that tray for separator sheets results in an easy to find divider between the print jobs.
Resource Save	Reduces the cost of printing. This is normally used on printers that provide low importance output, like internal memos and drafts. This feature normally results in a very slight difference in quality and should not be confused with Draft Mode which may produce more drastic reduction in quality.
Copy Darkness	Sets the default darkness when using the copy functionality of multi-functional printers.
Fax Darkness	Adjusts how light or dark your faxes turn out in relation to the original document.
Count Fax Send	Indicates the number of faxes sent by a multi-function printer.
Count Fax Receive	Indicates the number of faxes received by a multi-function printer.
Input Tray	Selects the default tray for print jobs.
Paper Size	Indicates the size of the paper used for print jobs.
Orientation	Indicates the orientation of the paper to be printed.
Font Type	Indicates the font style for text print jobs.
Font Size	Indicates the point size of the font.
Font Pitch	Indicates the number of characters printed horizontally per inch. This controls the space between characters but not the size of the font.
Symbol Set	Sets the default font for symbols in print jobs.
Quantity	Indicates the number of copies for a print job.
Image Enhance On	Indicates whether the status that supports special processing to enhance images is on or off.
Draft Mode On	Indicates the status to turn on a lower quality mode that can result in faster printing and possibly lower toner usage, but at a very lower quality.
Line Termination	Specifies a line termination character.
Color Mode	Determines if PCL jobs are printed in color or black and white (Monochrome).
Error Report On	Indicates the on or off status to report an error.
Time-Out Secs	Indicates printer EWS setting for PostScript timeout.
Paper Select Mode	Selects paper sources when printing PostScript jobs.

Field	Description
Fax Machine Id	Indicates a text identifier that appears on faxes sent from the machine.
Fax Machine Phone #	Indicates the phone number of the service line connected to a multi-function printer for sending and receiving faxes. This number is often required on outgoing faxes.
Count Platen Scan Pages	Indicates the number of scans that run on the scanner of a multi-function printer by lifting the platen and physically placing the original.
Count ADF Scan Pages	Indicates the number of scans that run on the scanner of a multi-function printer using the automatic document feeder. This mainly includes copies, scans, and faxes.

E- mail

This window provides details about the primary and secondary Simple Mail Transfer Protocol (SMTP) server for any E-mail notifications generated from the printer.

Figure 5-8. E-mail Window

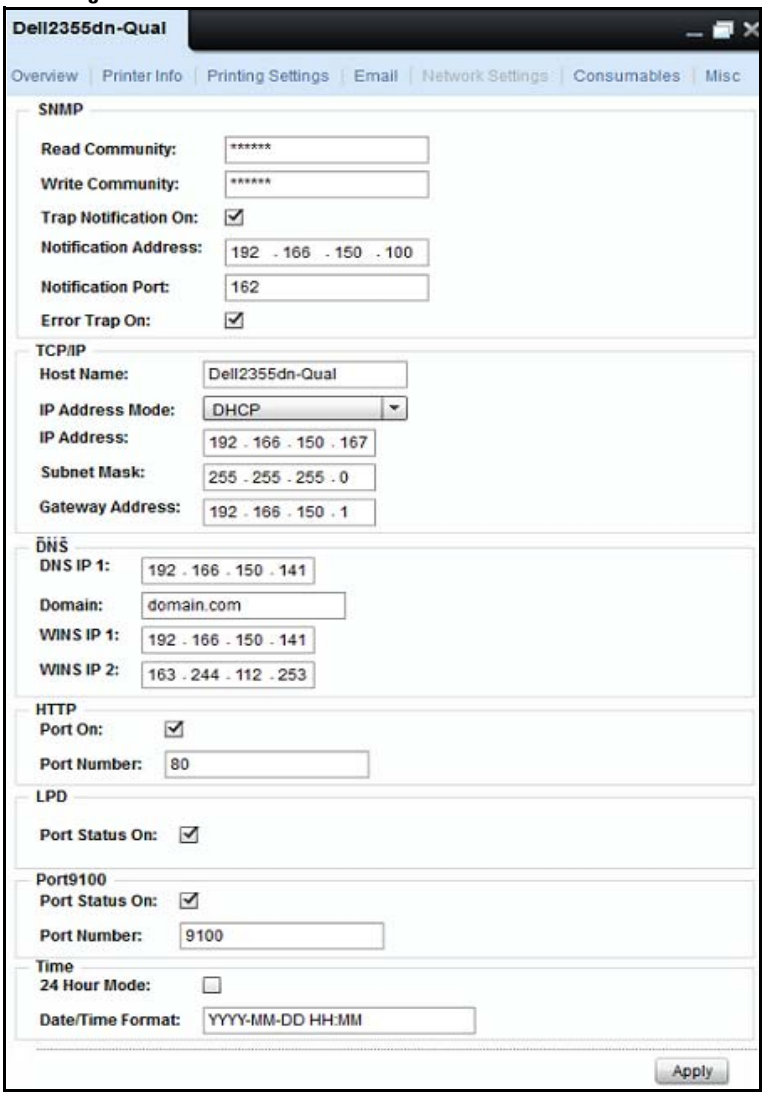


Field	Description
SMTP Server Connection	Indicates the status of the SMTP connection.
SMTP Gateway	Indicates the destination address of the SMTP server that provides E-mail service for outgoing messages.
SMTP Reply Address	Indicates the reply address included in outgoing messages from the printer.
SMTP Primary Port	Indicates the TCP/IP port number on the SMTP server used for E-mail notifications.
SMTP Primary Username	Indicates the user name used for submitting outgoing E-mail when SMTP (mail) servers require authentication.
SMTP Primary Password	Indicates the password used for submitting outgoing E-mail when SMTP (mail) servers require authentication.
SMTP Timeout (secs)	Indicates the duration in which the selected printer contacts the SMTP server.
E-mail List 1/2	Lists E-mail addresses of the recipients to whom the alerts generated by the printer has to be sent.
Select Alerts for List 1/2	
Warnings On	Indicates whether an E-mail supply warning is on when the quantity of printer consumables is about to go below a specific value.
Supply Alerts On	Indicates whether a supply alert is on when the quantity of printer consumables goes below a specific value.
Paper Alert On	Indicates whether an alert is on when there is no paper in the printer.

Network Settings

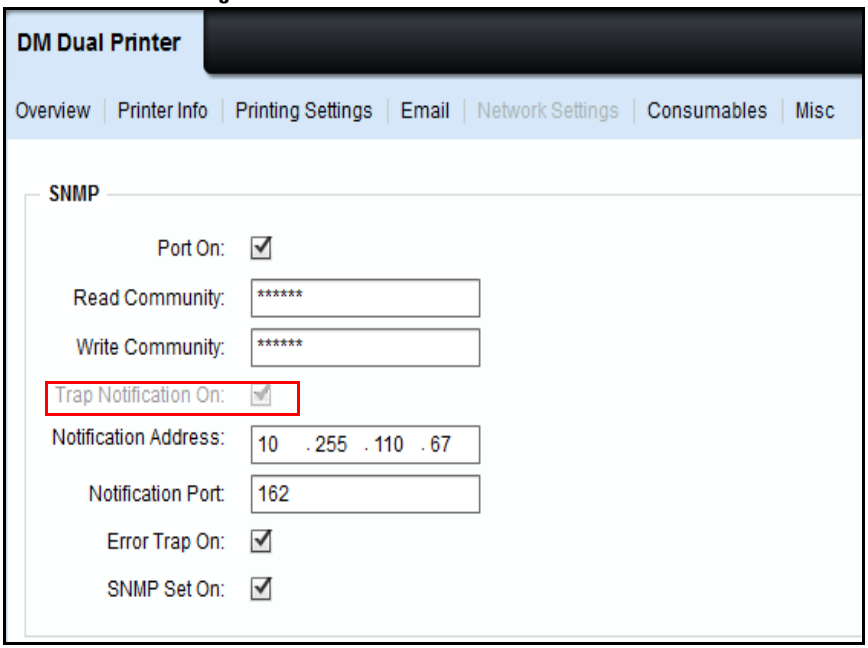
This screen displays the settings for SNMP, TCP/IP, and DNS for a selected printer.

Figure 5-9. Network Settings



NOTE: Depending on the model of the printer, certain parameters appear grayed-out on the widget, as shown in the below Figure 5-10. These are the read-only parameters for that model.

Figure 5-10. SNMP Network Settings Window



Field	Description
Port On	Indicates the status to enable or disable the SNMP port on the device. This must be turned on for OMPM to manage the printer.
Read Community	Indicates the community name used by the printer for SNMP reads.
Write Community	Indicates the community name used by the printer for SNMP writes.
Trap Community	Indicates the community name used by the printer for sending traps.
Trap Notification On	Indicates the status to enable or disable sending off traps by the printer.
Notification Address	Indicates the address to which the SNMP traps are sent by the printer. It is normally an IP or host name (determined by the printer).
Notification Port	Indicates the port at the Notification Address where the printer sends SNMP traps.
Error Trap On	Indicates the status to on or off the SNMP traps for the printer.

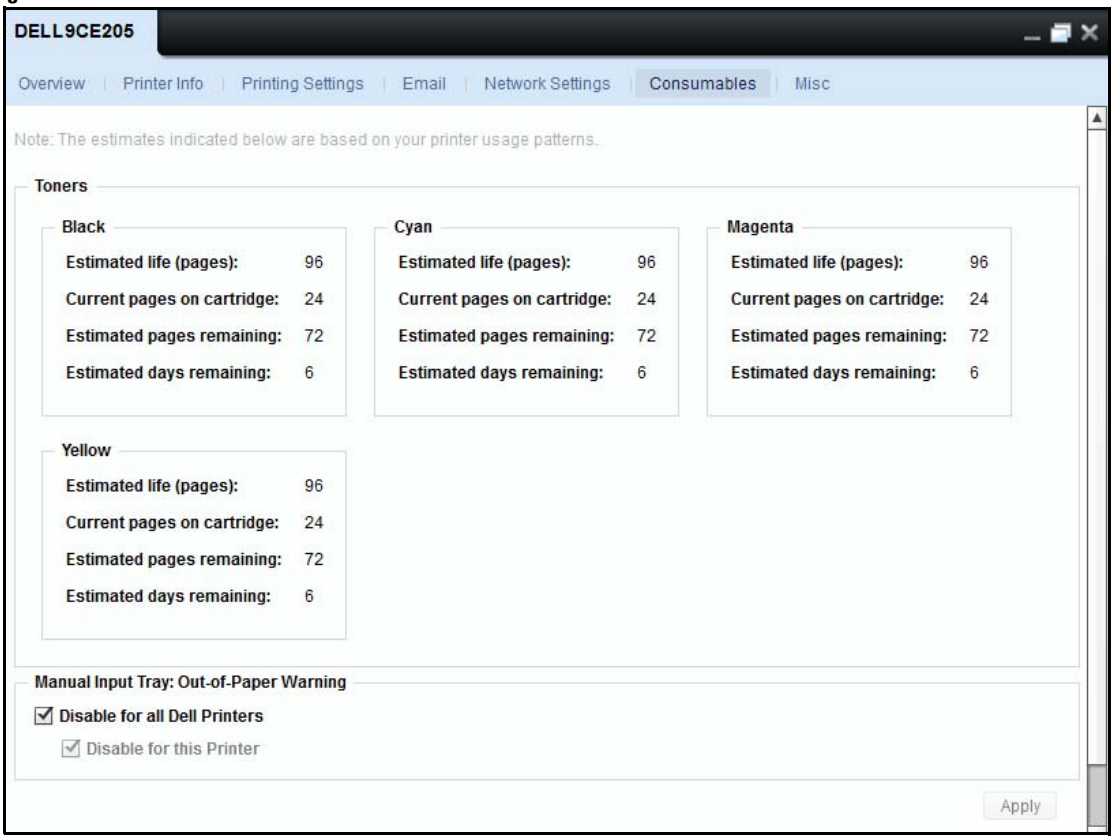
Field	Description
SNMP Set On	Indicates the status which decides whether the printer allows configuration changes via SNMP.
Host Name	Indicates the network host name used by the printer.
IP Address Mode	Indicates the mode used by the printer to determine its IP address. Select the mode from the available settings in the drop-down list.
IP Address	Indicates the IP address of the printer.
Subnet Mask	Indicates the subnet mask of the printer.
Gateway Address	Indicates the IP of the gateway for the printer.
MTU	Indicates the Maximum Transmission Unit (MTU) used by the network drivers on the printer.
TTL	Indicates the Time-to-Live (TTL) value used by the network drivers on the printer. It specifies how long or how many more hops a packet can travel before being discarded or returned for the selected printer.
DNS IP 1/2/3	Indicates the Domain Name System (DNS) server IP addresses on the printer.
Domain	Indicates the domain of which the printer is an intended member.
WINS IP 1/2	Indicates the WINS IP addresses on the printer.
Port Status On	Indicates the status to enable or disable the File Transfer Protocol (FTP)server of the printer.
Time-Out (secs)	Indicates the timeout value used by the FTP server for handling connections.
Port On	Indicates the status to enable or disable the HTTP port of the printer. In effect, this setting enables and disables the EWS of the printer.
Port Number	Indicates the network port number used to accept incoming EWS connections.
Connections	Indicates the number of simultaneous connections allowed for EWS of the printer.
Time-Out (secs)	Indicates the time in seconds used by the EWS for handling connections.
HTTP Config On	Indicates whether the application can make configuration changes.
Port Status On	Indicates the status to enable or disable the ability of a printer to print via Line Printer Daemon protocol.
Time-Out (secs)	Indicates the timeout value used by the LDP server for handling network connections.
Port Status On	Determines the status of port 9100, used for incoming print jobs.
Port Number	Indicates the port number used for network printing.

Field	Description
Time-Out (secs)	Indicates the network connection time in seconds, on port 9100 connections, regardless of the actual port number assigned. This is independent from various timeouts associated with printing functionality.
24 Hour Mode	Indicates the status to enable or disable the 24 hour clock mode on the printer.
Time Server Port	Indicates the port for the network time setting on the server that is set.
Date/Time Format	Sets the date or time format to be displayed.
DST Mode	Indicates the status to enable or disable the Daylight Savings Time. DST on some printers cannot be modified if the DST Mode is on.
DST	Indicates the Daylight Savings Time of the printer.
Time Server IP	Indicates the IP address of the server which provides network time services. For printers in an automatic IP mode, such as DHCP, this value is automatically set when the printer receives an IP address.
Time Server Port	Indicates the port for the network time setting on the server that is set.

Consumables

This window displays the estimates of toners (CMYK) and supplies (imaging drum, fuser and roller) of the selected printer.

Figure 5-11. Consumables Window



Field	Description
Toner/Imaging Drum/Fuser/Roller	
Estimated life (pages)	Indicates the estimated life of the toner/imaging drum/fuser/roller, which is expressed in number of pages.

Field	Description
Current pages on cartridge/imaging drum/fuser/roller	Indicates the current count of pages printed on the cartridge/imaging drum/fuser/roller.
Estimated pages remaining	Indicates the estimated number of pages remaining on the cartridge/imaging drum/fuser/roller.
Estimated days remaining	Indicates the number of days remaining for servicing the cartridge/imaging drum/fuser/roller.

DISCLAIMER

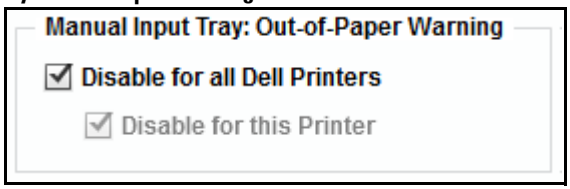
* The supply level calculations are based on a heuristic algorithm. This method of calculation does not always provide exact results.

NOTE: Change of toners may impact the calculation of the estimated days remaining, as it may take a while before these numbers appear due to the need of collecting data.

Manual Input Tray: Out-of-Paper Warning

You have an option to turn on/off 'out-of-paper' warnings arising out of manual input trays for Dell printers. This feature is only supported for Dell printers.

Figure 5-12. Manual Input Tray: Out-of-Paper Warning



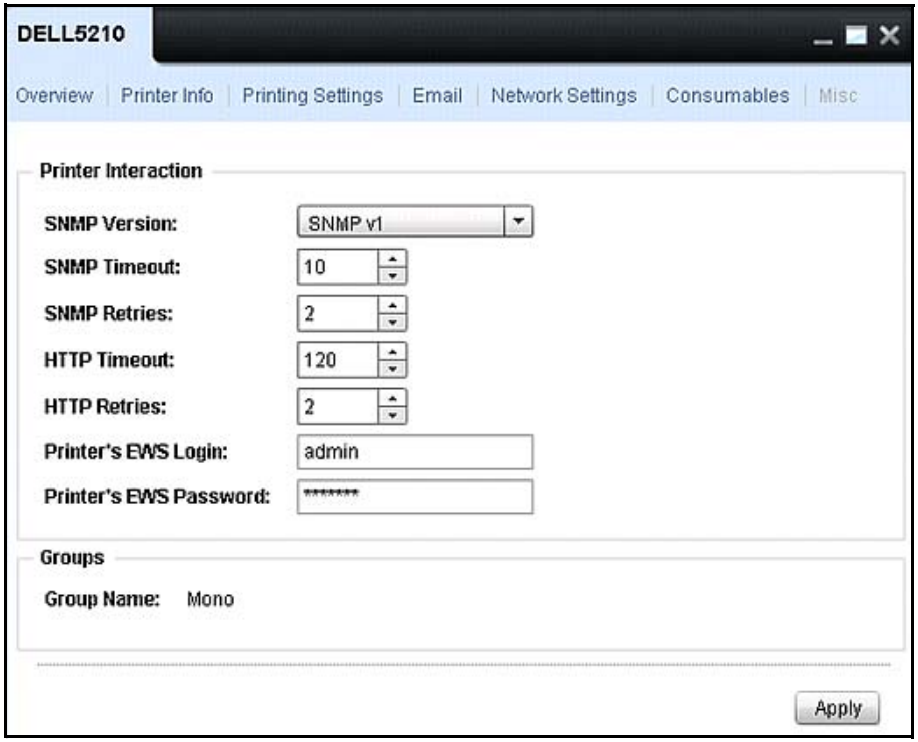
You can turn off out-of-paper warning from appearing on the status column of the overview page by checking the option 'Disable for all Dell Printers'. This setting will be applicable to all Dell printers discovered in OMPM. Choosing the option 'Disable for this Printer' will turn off warnings only for that printer.

The global setting to disable the warning takes precedence over the printer specific setting. When a global setting to enable warnings is selected then the printer specific settings will apply. The options on the user interface will be visible to Dell printers and not to non-Dell printers.

Miscellaneous

This window displays the miscellaneous properties of a selected printer.

Figure 5-13. Miscellaneous Window



Field	Description
SNMP Version	Indicates the SNMP protocol version used to communicate with the selected printer.
SNMP Timeout	Indicates the time the device needs to wait before establishing a new connection, after a SNMP connection failure.
SNMP Retries	Indicates the number of retries to establish a new connection, after a SNMP connection failure.

Field	Description
SNMP Community Name	Indicates the group name to which the devices and management stations running on SNMP belong.
HTTP Protocol	Selects normal or secure EWS access to the printer when requesting status or change setting via EWS of the printer.
HTTP Timeout	Indicates the time in seconds the device needs to wait before establishing a new connection, after a HTTP connection failure.
HTTP Retries	Indicates the number of retries to establish a new connection, after a HTTP connection failure.
Printer's EWS Login	Indicates the login ID required to access the web server running on the printer.
Printer's EWS Password	Indicates the password required to access the web server running on the printer.
Group Name	Indicates the group name to which the printer belongs.

6

Manage Printer Groups

The **Manage Groups** feature lets you manage network printers in a group. You can define printer groups and assign printers to these groups. The printer groups enable you to perform operations on several printers at once.

Types of Groups

There are 3 types of printer groups:

- **System** - System group contains rules defined by the OMPM system. You cannot create or modify the rules in these groups.
- **Static** - Static group does not have any rules defined for automatic allocation of printers to it. You can create a static printer group and manually add printers to it.
- **Dynamic** - Dynamic group contains defined rules. All printers that satisfy the rules of a dynamic group are included in that group. During discovery, a printer is evaluated against the rules of the dynamic group and if a printer satisfies the rules, it is placed in the corresponding dynamic group. While creating a dynamic printer group, you can choose to include printers that have already been discovered.

NOTE: If a printer satisfies the rules of more than one group, it is added to multiple groups.

There are 8 system provided printer groups:

- Color
- Mono
- Critical
- Warning
- Normal
- All Printers
- All Blocked Printers
- All Ungrouped Printers

NOTE: You can include a printer in more than one printer group.

Color

A color group is a group of printers that produce color output.

Mono

A mono group is a group of printers that produce monochrome output.

Critical

A critical group is a group of printers that are in Critical printer state. Printers under this group have any of the following critical issues:

- Unable to print
- No connection or printer is offline
- Printer is down

Warning

A warning group is a group of printers that are in Warning printer state. Printers under this group have any of the following issues:

- Input tray out of paper
- Output tray full
- One or more consumables low
- Warning status sent by printer

Normal

A normal group is a group of printers that are in Normal printer state. Printers under this group have good health and all the printer functionalities are working normally.

All Printers

This group is a superset of all printers in the network.

All Blocked Printers

Printers that are blocked cannot be discovered. Usually, printers that are in maintenance are assigned to this group.

NOTE: Blocked printers cannot be added to any other printer group.

All Ungrouped Printers

If there are no defined groups in the system, or if the printers in the network do not satisfy any group rule, they appear under **All Ungrouped Printers**.

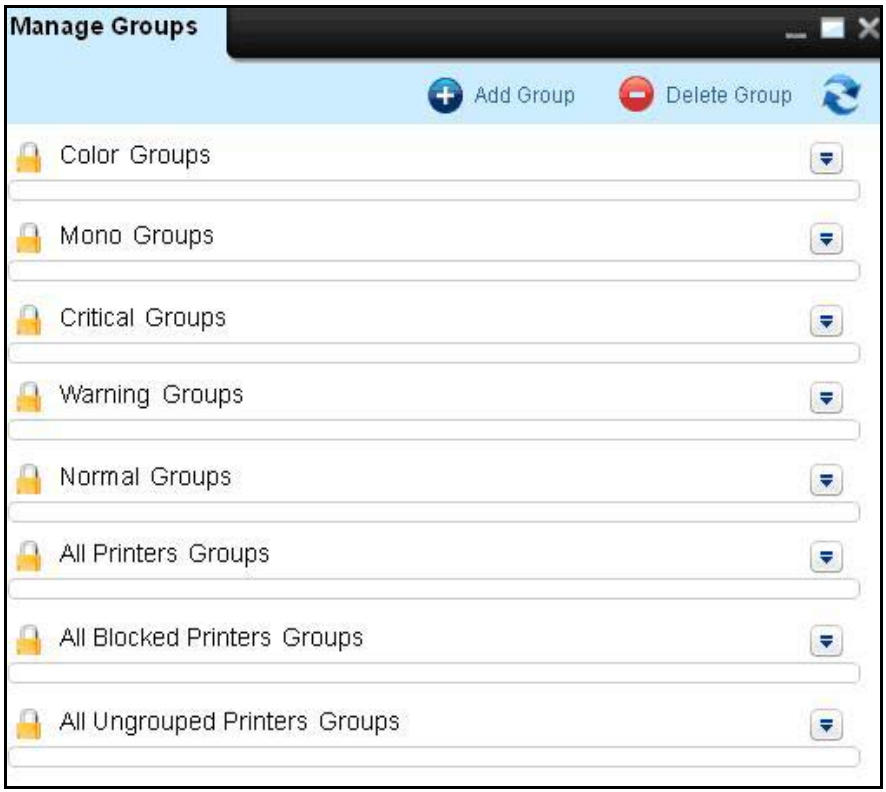
NOTE: Once a printer is assigned to a static or dynamic group, it gets removed from **All Ungrouped Printers** list.

Adding a Group

To add a new printer group, perform the following steps:

1 In the navigation panel, click **Home** → **Manage Groups**.

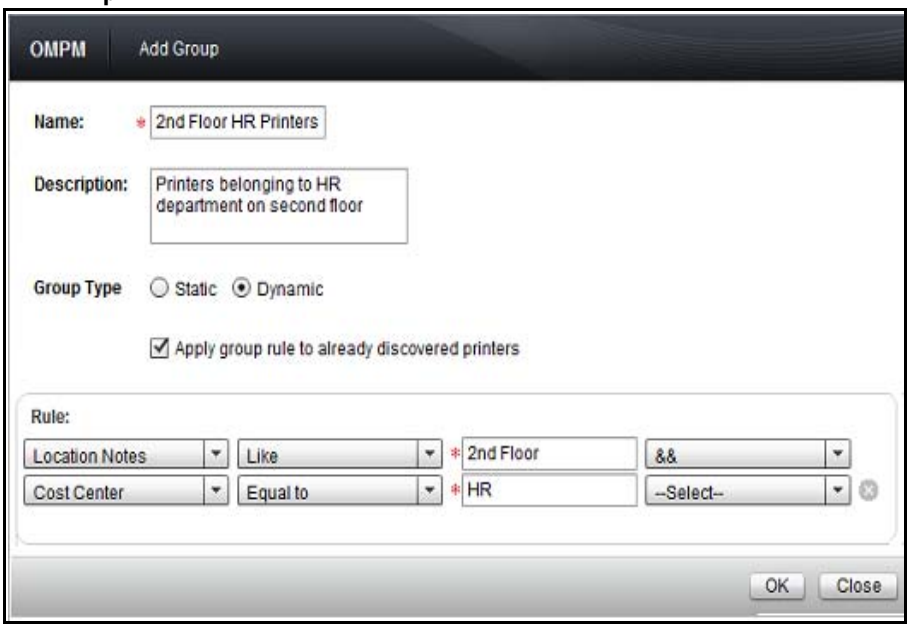
Figure 6-1. Manage Groups Window



NOTE: Click the arrow corresponding to each printer group to view a list of printers in that group.

2 In the window that appears, click **Add Group**.

Figure 6-2. Add Group



3 Type the **Name** of the group. This field is mandatory.

4 Type the **Description** of the group.

5 To apply the rule to already discovered printers, select the **Apply group rule to already discovered printers** check box.

6 To define the rule, select the rule parameters from the **Rule** group box.

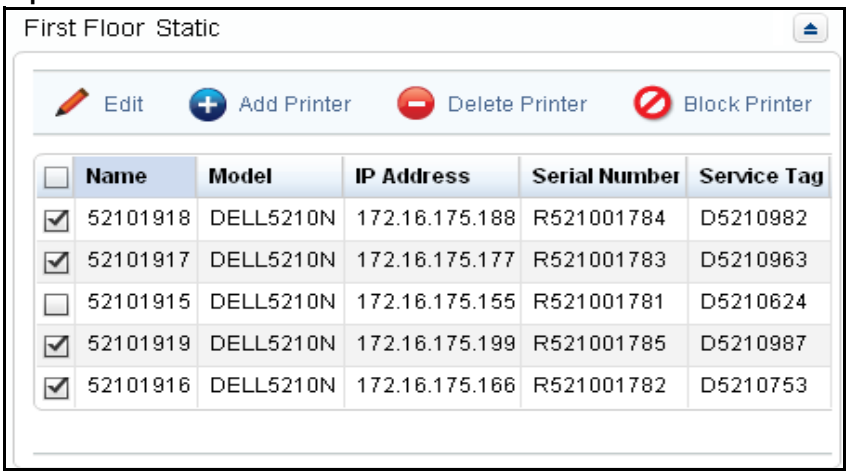
7 Click **OK**.

Adding Printers to a Group

To add printers to a group, perform the following steps:

1 Click the arrow corresponding to the group to which you want to add the printers.

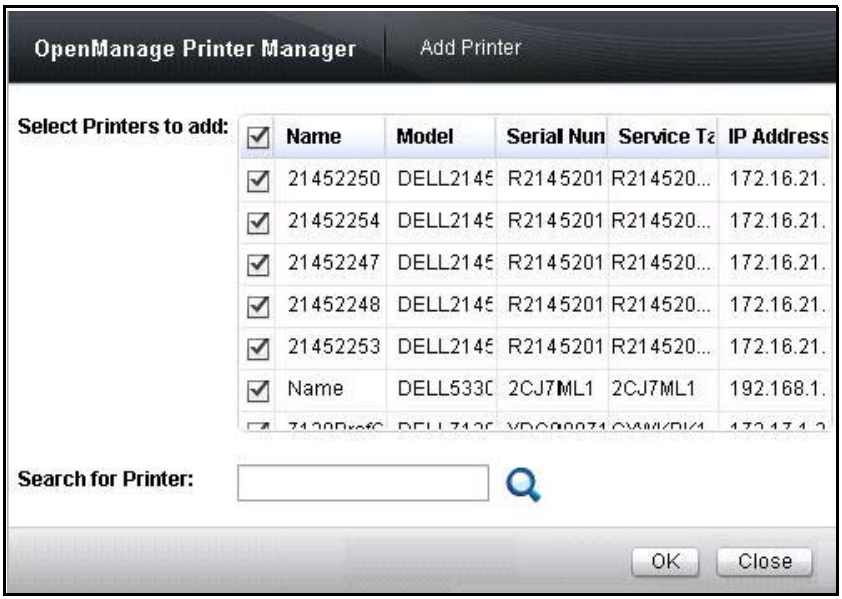
Figure 6-3. Group Details



Field	Description
Name	Indicates the name of the printer in a group.
Model	Indicates the model number of the printer.
IP Address	Indicates the IP address of the printer.
Serial Number	Indicates the serial number of the printer.
Service Tag	Indicates the service tag of the printer.

2 Click **Add Printer**.

Figure 6-4. Add Printer



Field	Description
Name	Indicates the name of the printer in a group.
Model	Indicates the model number of the printer.
Serial Number	Indicates the serial number of the printer.
Service Tag	Indicates the service tag of the printer.
IP Address	Indicates the IP address of the printer.

3 In the dialog box that appears, select the printers from the displayed list or type the serial number of the printers which are discovered, in the corresponding text box.

4 Click **OK**.

NOTE: You can add printers to static, dynamic, and **All Blocked Printers**.

Blocking a Printer

To block printers from being discovered, perform the following steps:

1. Expand the group from which you want to block a printer by clicking the arrow corresponding to the group.
2. From the displayed list, select the printer you want to block.
3. Click **Block Printer**.

NOTE: You can block printers from static, dynamic, and **All Printers Groups**.

Deleting a Printer

To delete printers from the selected group, perform the following steps:

1. Click the arrow corresponding to the group that you want to delete the printers from and expand it.
2. From the displayed list, select the printer you want to delete.
3. Click **Delete Printer**.

NOTE: You can delete printers from static, dynamic, and **All Blocked Printers**.

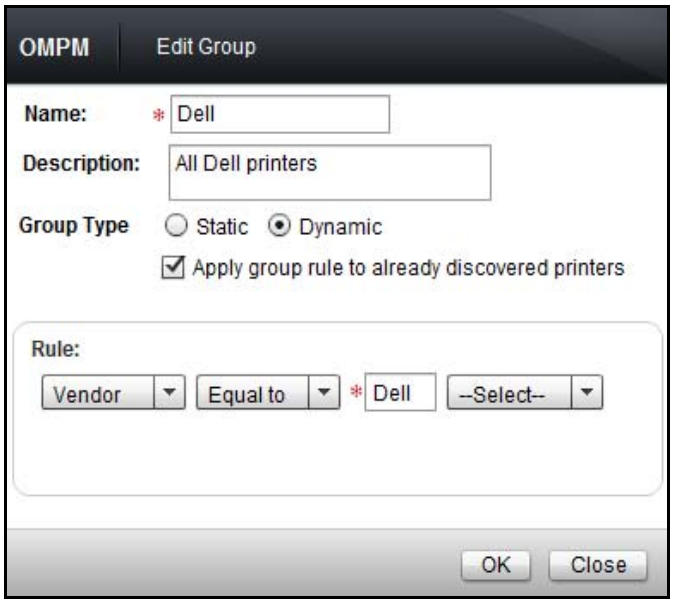
Editing a Group

Rules can be edited only in dynamic group.

To edit an existing rule or add a new rule to a group, perform the following steps:

1. Click the arrow corresponding to the group that you want to edit.
2. Click **Edit**.

Figure 6-5. Edit Group



3 In the window that appears, type **Name** of the group. This field is mandatory.

4 Type **Description** of the group.

5 To apply the rule to already discovered printers, select the **Apply group rule to already discovered printers** check box.

6 To define the rule, select the rule parameters from the **Rule** group box.

7 Click **OK**.

NOTE: You can move a printer from a static group to a dynamic group and from a dynamic group to a static group. To change the group from a static to a dynamic group, change the group type to **Dynamic**, and define the rule for the group in the **Rule** group box. To change the group from a dynamic to a static group, change the group type to **Static**. All the rules in the **Rule** group box are deleted automatically while changing a group from dynamic to static.

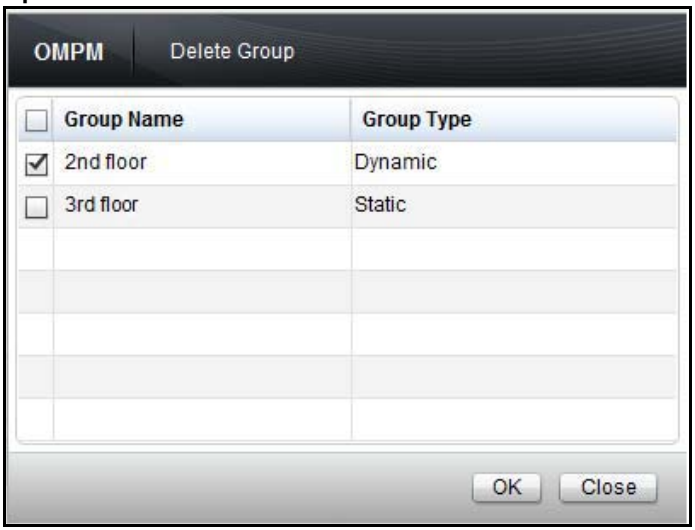
Deleting a Group

Static and dynamic groups can be deleted.

To delete a group, perform the following steps:

1 In the **Manage Groups** window, click **Delete Group**.

Figure 6-6. Delete Group



2 In the window that appears, select the group that you want to delete and click **OK**.

7

Maps

The **Maps** feature lets you mark the printers on maps. The marked printers appear as icons on the map, and the color of the icons represents the status of the printers.

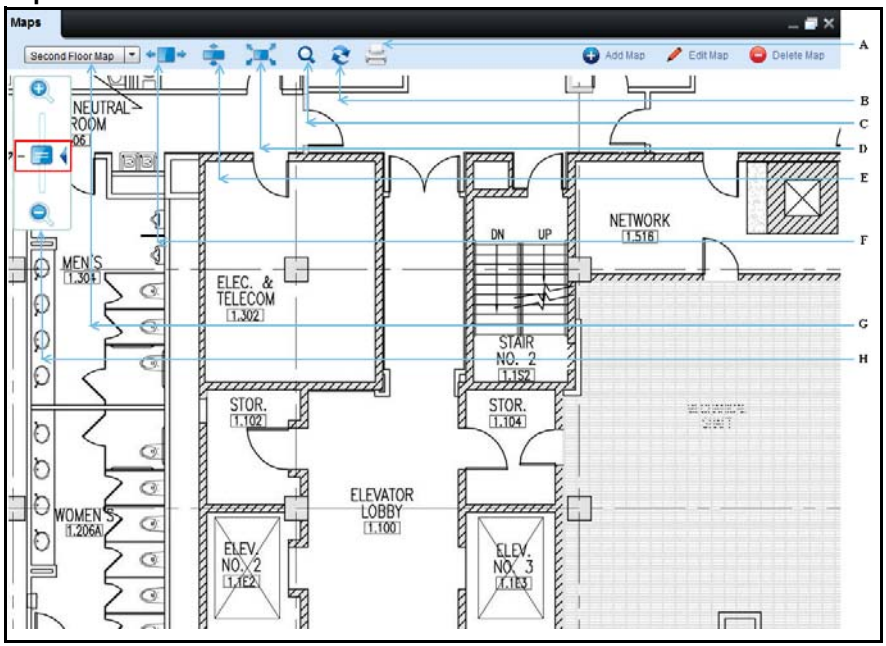
Using the **Maps** feature you can upload and delete maps from OpenManage Printer Manager (OMPM).

NOTE: Each printer can be mapped to only one printer icon.

Operations

The **Maps** window displays the map and allows you to perform various actions on the maps.

Figure 7-1. Maps Window



Features
A - Print
B - Refresh
C - Search
D - Fit to screen
E - Fit to height
F - Fit to width
G - Map selection combo box
H - Zoom in/Zoom out slider

Print

You can print a map along with the printers marked on the map using the **Print** option.

Refresh

You can get the updated data from the server by clicking **Refresh**.

You can change the refresh interval in the **Refresh Maps interval** field, in the **Overview Settings** window.

The default refresh time is one minute.

Search

You can search for the printers on the selected map by typing the relevant keyword in the **Search** field followed by pressing **ENTER** on the keyboard. Search can be done on the basis of name, IP address, service tag, and serial number of a printer.

NOTE: On closing the search window, OMPM resets the search and you will get the original view with all printers on the map.

Fit to Screen

In fit to screen mode, OMPM adjusts the height and width of the map image to the content area. In this case, both vertical and horizontal scroll bars are removed.

Fit to Height

In fit to height mode, OMPM adjusts the height of the map image to the height of the content area. In this case, the vertical scroll bar is removed. And the horizontal scroll bar is retained, for navigation, if the image width is not fitting in the content area.

Fit to Width

In fit to width mode, OMPM adjusts the width of the map image to the width of the content area. In this case, the horizontal scroll bar is removed. And the vertical scroll bar is retained, for navigation, if the image height is not fitting in the content area.

Map Selection

The map selection combo box displays the names of the maps that are uploaded to OMPM.

NOTE: If no maps are uploaded to OMPM, all the controls in the **Maps** widget except the **Add Map** are disabled.

ToolTip

On moving the pointer over the icon on the map, OMPM creates the ToolTip.

Zoom in/Zoom out

You can set the zoom level of the maps using the slider on the **Maps** window. Clicking the 100% zoom level indicator (**-**) snaps the zoom level directly to 100%.

Pan Map

To do this, click the left mouse button, and move the pointer to the desired direction without releasing the mouse button. OMPM co-ordinates with the pointer movements and shifts the map image and icons on the map in the pointer direction.

Adding a Map

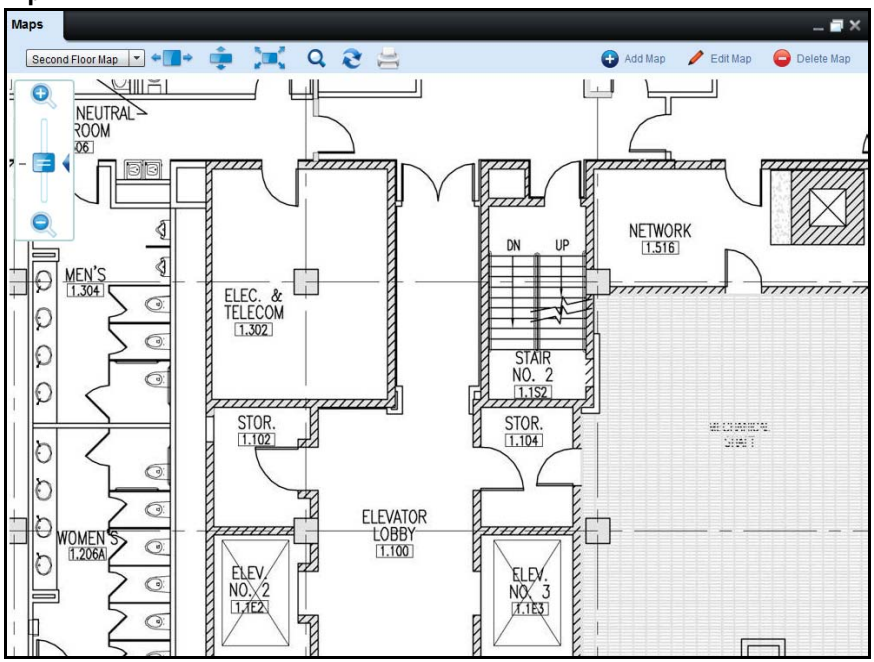
Using the **Maps** feature you can upload maps to OMPM, and add printers to the uploaded map.

NOTE: Only the OMPM user with administrative privileges has the access to add maps.

To upload a map, perform the following steps:

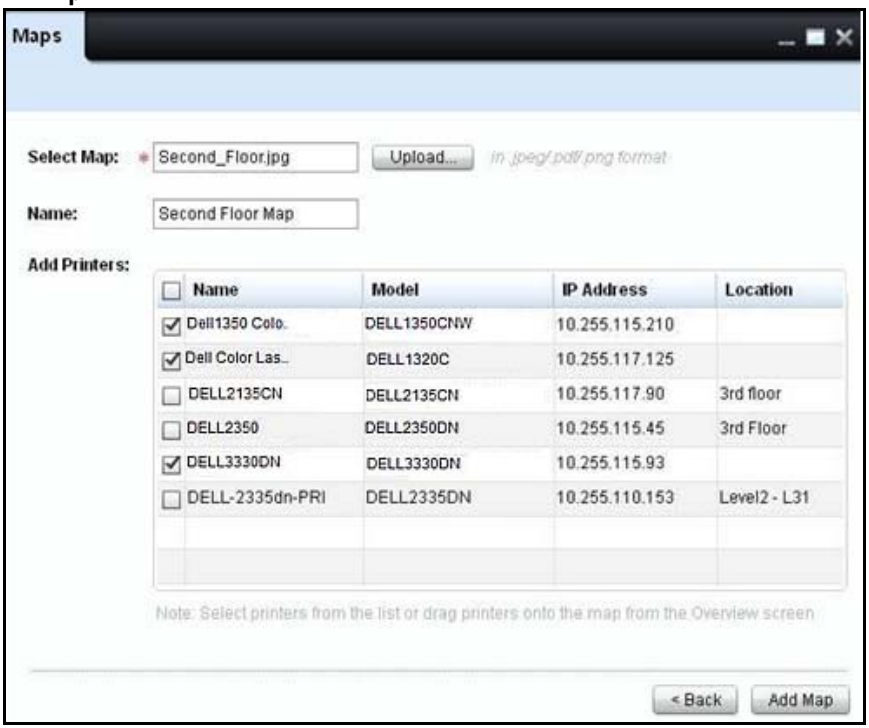
1 In the navigation panel, click **Home** → **Maps**.

Figure 7-2. Maps



2 In the window that appears, click **Add Map**.

Figure 7-3. Add Map Window



3 In the window that appears, click **Upload..**, and choose the file from its location. The file name will be displayed in the **Name** field.

NOTE: OMPM allows only .jpeg, .png, and .pdf files.

4 Change the name of the map as desired.

5 Select the unlocated printers and click **Add Map**.

Editing a Map

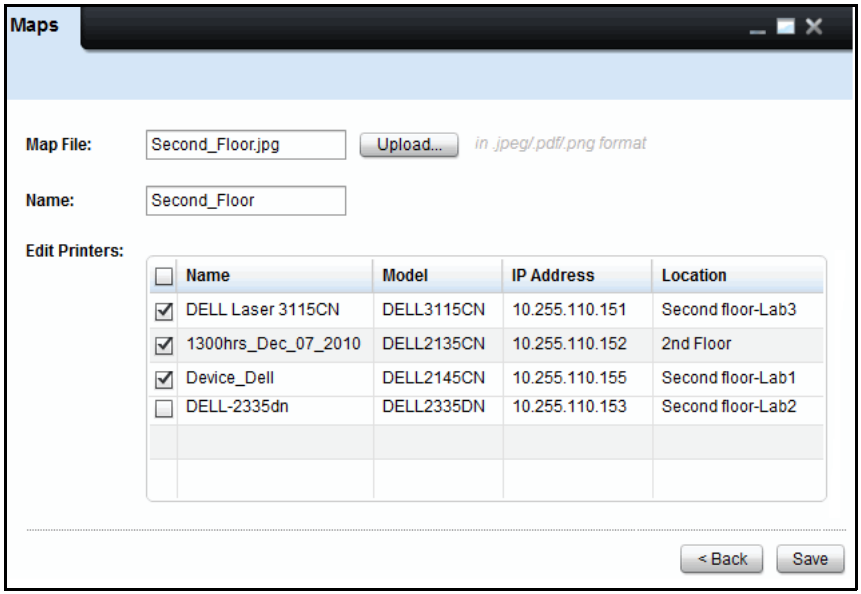
OMPM allows you to edit the previously added maps.

NOTE: Only the OMPM user with administrative privileges has the access to edit maps.

To edit a map from OMPM, perform the following steps:

1 In the **Maps** window, click **Edit Map**.

Figure 7-4. Edit Map Window



2 In the window that appears, click **Upload…**, and choose the map to be edited from its location. The file name will be displayed in the **Map File** field and the map name in the **Name** field.

NOTE: The Edit Printers field lists the following printers:

- All the printers associated with the selected map, with a check mark against the printer name.
- All printers that are not associated with any maps, without a check mark against it.

3 In the **Name** field, change the map name if desired.

NOTE: This step is optional.

4 In the **Edit Printers** field, uncheck a printer to remove it from the map.

5 In the **Edit Printers** field, check an unchecked printer to add it to the map.

6 Click **Save**.

Deleting a Map

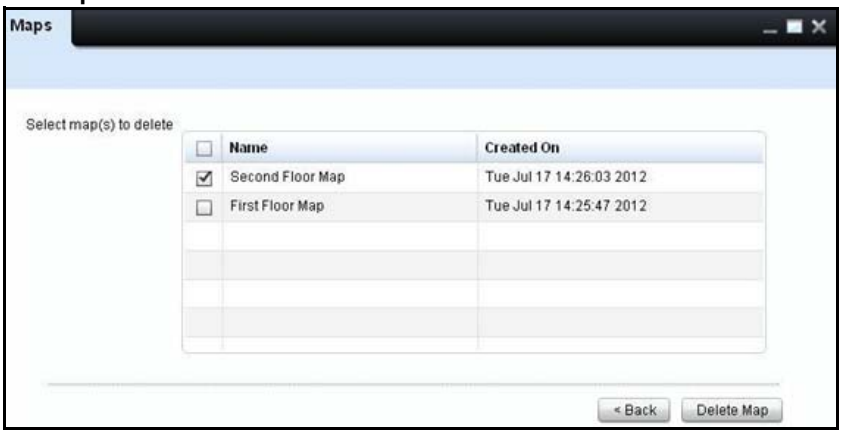
OMPM allows you to delete the previously added maps.

NOTE: Only the OMPM user with administrative privileges has the access to delete maps.

To delete a map from OMPM, perform the following steps:

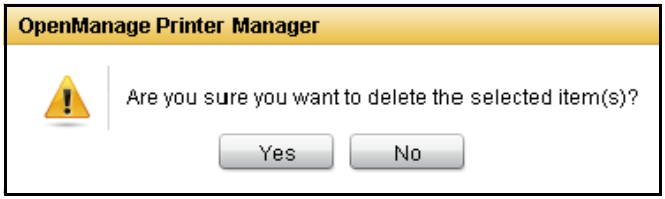
1 In the **Maps** window, click **Delete Map**.

Figure 7-5. Delete Map Window



2 Select the maps to be deleted, and click **Delete Map**.

Figure 7-6. Delete Maps



3 In the dialog box that appears, click **Yes**.

Adding and Deleting Printers

You can also add printers to a map by the drag and drop method. To do this, cascade the **Overview** window and the **Maps** window, and drag and drop the desired printers to the selected map.

To drag and drop multiple printers from the **Overview** window to the **Maps** window, you will have to select multiple printers by pressing and holding the **Shift** key and then using the arrow keys to select the rows. Similarly, you can select / un-select individual rows using the **Ctrl** key and then by clicking on the row.

You can select a group of printers on the map to move or delete them by pressing and holding the **Shift** key and then by using the mouse you can mark a set of printers on the map. You can now drag them across the map to move the selected printers or right click to delete them. Similarly, you can select / un-select individual printers using the **Ctrl** key.

8

Reports

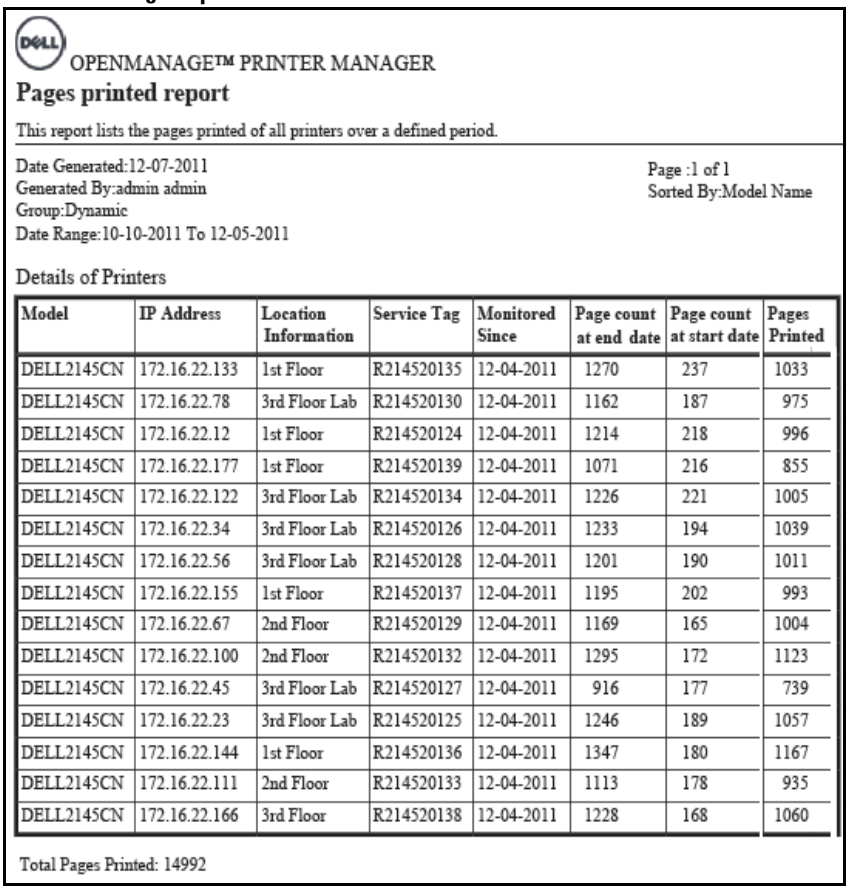
Reports help the administrators understand printer utilization and keep a track of the printers. Reports are created using the data gathered from the printer. OpenManage Printer Manager (OMPM) has four pre-defined reports that you can generate and save in PDF or Comma-Separated Value (CSV) format:

- Consumable Usage
- Printer asset/Inventory
- Consumable low
- Current printer firmware

NOTE: You can create any number of custom reports in addition to four pre-defined reports.

Consumable Usage generates a report on the number of pages printed for the defined time period.

Figure 8-1. Consumable Usage Report



OPENMANAGE™ PRINTER MANAGER

Pages printed report

This report lists the pages printed of all printers over a defined period.

Date Generated:12-07-2011
Generated By:admin admin
Group:Dynamic
Date Range:10-10-2011 To 12-05-2011

Page :1 of 1
Sorted By:Model Name

Details of Printers

Model	IP Address	Location Information	Service Tag	Monitored Since	Page count at end date	Page count at start date	Pages Printed
DELL2145CN	172.16.22.133	1st Floor	R214520135	12-04-2011	1270	237	1033
DELL2145CN	172.16.22.78	3rd Floor Lab	R214520130	12-04-2011	1162	187	975
DELL2145CN	172.16.22.12	1st Floor	R214520124	12-04-2011	1214	218	996
DELL2145CN	172.16.22.177	1st Floor	R214520139	12-04-2011	1071	216	855
DELL2145CN	172.16.22.122	3rd Floor Lab	R214520134	12-04-2011	1226	221	1005
DELL2145CN	172.16.22.34	3rd Floor Lab	R214520126	12-04-2011	1233	194	1039
DELL2145CN	172.16.22.56	3rd Floor Lab	R214520128	12-04-2011	1201	190	1011
DELL2145CN	172.16.22.155	1st Floor	R214520137	12-04-2011	1195	202	993
DELL2145CN	172.16.22.67	2nd Floor	R214520129	12-04-2011	1169	165	1004
DELL2145CN	172.16.22.100	2nd Floor	R214520132	12-04-2011	1295	172	1123
DELL2145CN	172.16.22.45	3rd Floor Lab	R214520127	12-04-2011	916	177	739
DELL2145CN	172.16.22.23	3rd Floor Lab	R214520125	12-04-2011	1246	189	1057
DELL2145CN	172.16.22.144	1st Floor	R214520136	12-04-2011	1347	180	1167
DELL2145CN	172.16.22.111	2nd Floor	R214520133	12-04-2011	1113	178	935
DELL2145CN	172.16.22.166	3rd Floor	R214520138	12-04-2011	1228	168	1060

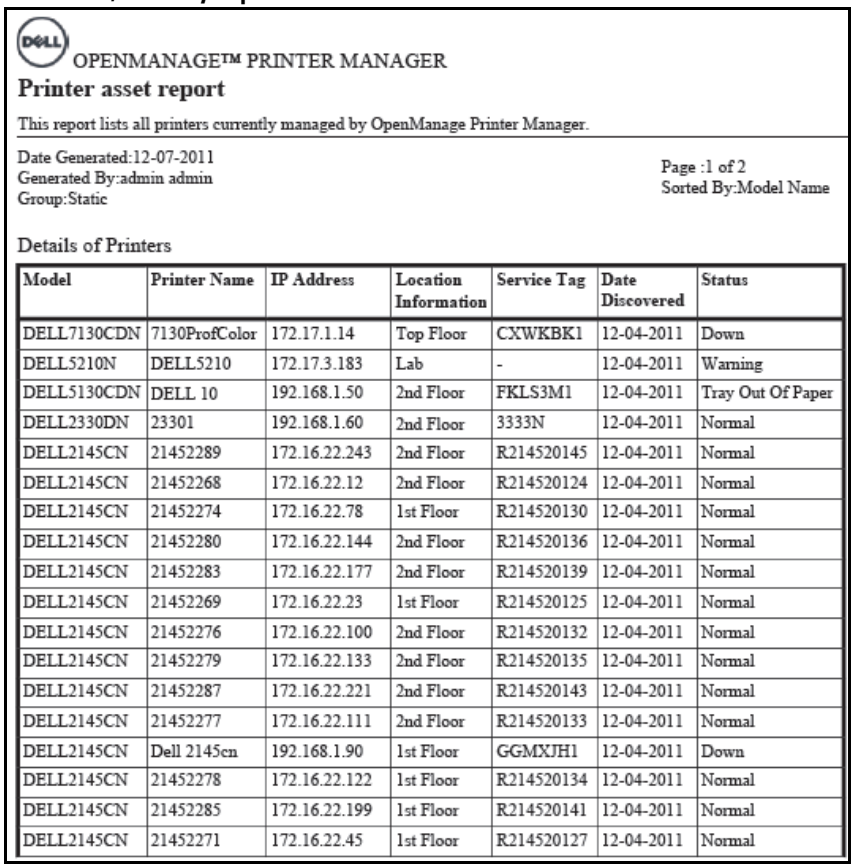
Total Pages Printed: 14992

The consumable usage report contains the following details:

Field	Description
Date range	Indicates the period for which the report is generated.
Model	Indicates the model number of the printer.
IP Address	Indicates the IP address of the printer.
Location	Indicates the location information of the printer.
Service Tag	Indicates the service tag of the printer.
Page count at start date	Indicates the page count at start date.
Page count at end date	Indicates the page count at end date.
Pages printed	Indicates the number of pages printed during the date range specified.
Summary	Indicates the summary of the printer models.

Printer asset/Inventory generates a report on the status of all the printers in the selected group.

Figure 8-2. Printer Asset/Inventory Report



OPENMANAGE™ PRINTER MANAGER

Printer asset report

This report lists all printers currently managed by OpenManage Printer Manager.

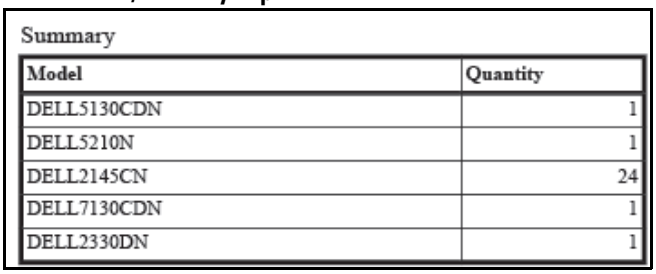
Date Generated:12-07-2011
Generated By:admin admin
Group:Static

Page :1 of 2
Sorted By:Model Name

Details of Printers

Model	Printer Name	IP Address	Location Information	Service Tag	Date Discovered	Status
DELL7130CDN	7130ProfColor	172.17.1.14	Top Floor	CXWKBK1	12-04-2011	Down
DELL5210N	DELL5210	172.17.3.183	Lab	-	12-04-2011	Warning
DELL5130CDN	DELL 10	192.168.1.50	2nd Floor	FKLS3M1	12-04-2011	Tray Out Of Paper
DELL2330DN	23301	192.168.1.60	2nd Floor	3333N	12-04-2011	Normal
DELL2145CN	21452289	172.16.22.243	2nd Floor	R214520145	12-04-2011	Normal
DELL2145CN	21452268	172.16.22.12	2nd Floor	R214520124	12-04-2011	Normal
DELL2145CN	21452274	172.16.22.78	1st Floor	R214520130	12-04-2011	Normal
DELL2145CN	21452280	172.16.22.144	2nd Floor	R214520136	12-04-2011	Normal
DELL2145CN	21452283	172.16.22.177	2nd Floor	R214520139	12-04-2011	Normal
DELL2145CN	21452269	172.16.22.23	1st Floor	R214520125	12-04-2011	Normal
DELL2145CN	21452276	172.16.22.100	2nd Floor	R214520132	12-04-2011	Normal
DELL2145CN	21452279	172.16.22.133	2nd Floor	R214520135	12-04-2011	Normal
DELL2145CN	21452287	172.16.22.221	2nd Floor	R214520143	12-04-2011	Normal
DELL2145CN	21452277	172.16.22.111	2nd Floor	R214520133	12-04-2011	Normal
DELL2145CN	Dell 2145cn	192.168.1.90	1st Floor	GGMXJH1	12-04-2011	Down
DELL2145CN	21452278	172.16.22.122	1st Floor	R214520134	12-04-2011	Normal
DELL2145CN	21452285	172.16.22.199	1st Floor	R214520141	12-04-2011	Normal
DELL2145CN	21452271	172.16.22.45	1st Floor	R214520127	12-04-2011	Normal

Figure 8-3. Summary of Printer Asset/Inventory Report



Summary

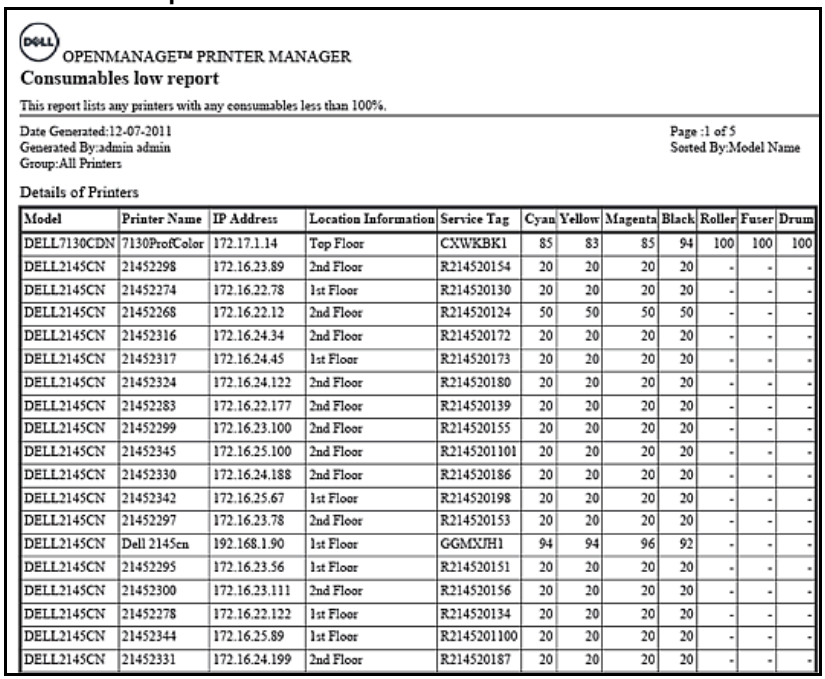
Model	Quantity
DELL5130CDN	1
DELL5210N	1
DELL2145CN	24
DELL7130CDN	1
DELL2330DN	1

The printer asset/inventory report contains the following details:

Field	Description
Model	Indicates the model number of the printer.
Printer name	Indicates the name of the printer.
IP Address	Indicates the IP address of the printer.
Location	Indicates the location information of the printer.
Service Tag	Indicates the service tag of the printer.
Date discovered	Indicates the date on which the printer was discovered.
Status	Indicates the status of the printer.
Summary	Indicates the summary of the printer models.

Consumable low generates a report on the consumable levels of the printers (consumables include toner, fuser, and imaging drum).

Figure 8-4. Consumable Low Report



OPENMANAGE™ PRINTER MANAGER

Consumables low report

This report lists any printers with any consumables less than 100%.

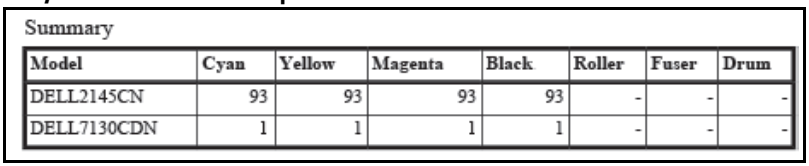
Date Generated:12-07-2011
Generated By:admin admin
Group:All Printers

Page :1 of 5
Sorted By:Model Name

Details of Printers

Model	Printer Name	IP Address	Location Information	Service Tag	Cyan	Yellow	Magenta	Black	Roller	Fuser	Drum
DELL7130CDN	7130ProfColor	172.17.1.14	Top Floor	CXWKBK1	85	83	85	94	100	100	100
DELL2145CN	21452298	172.16.23.89	2nd Floor	R214520154	20	20	20	20	-	-	-
DELL2145CN	21452274	172.16.22.78	1st Floor	R214520130	20	20	20	20	-	-	-
DELL2145CN	21452268	172.16.22.12	2nd Floor	R214520124	50	50	50	50	-	-	-
DELL2145CN	21452316	172.16.24.34	2nd Floor	R214520172	20	20	20	20	-	-	-
DELL2145CN	21452317	172.16.24.45	1st Floor	R214520173	20	20	20	20	-	-	-
DELL2145CN	21452324	172.16.24.122	2nd Floor	R214520180	20	20	20	20	-	-	-
DELL2145CN	21452283	172.16.22.177	2nd Floor	R214520139	20	20	20	20	-	-	-
DELL2145CN	21452299	172.16.23.100	2nd Floor	R214520155	20	20	20	20	-	-	-
DELL2145CN	21452345	172.16.25.100	2nd Floor	R2145201101	20	20	20	20	-	-	-
DELL2145CN	21452330	172.16.24.188	2nd Floor	R214520186	20	20	20	20	-	-	-
DELL2145CN	21452342	172.16.25.67	1st Floor	R214520198	20	20	20	20	-	-	-
DELL2145CN	21452297	172.16.23.78	2nd Floor	R214520153	20	20	20	20	-	-	-
DELL2145CN	Dell 2145cn	192.168.1.90	1st Floor	GGMXJH1	94	94	96	92	-	-	-
DELL2145CN	21452295	172.16.23.56	1st Floor	R214520151	20	20	20	20	-	-	-
DELL2145CN	21452300	172.16.23.111	2nd Floor	R214520156	20	20	20	20	-	-	-
DELL2145CN	21452278	172.16.22.122	1st Floor	R214520134	20	20	20	20	-	-	-
DELL2145CN	21452344	172.16.25.89	1st Floor	R2145201100	20	20	20	20	-	-	-
DELL2145CN	21452331	172.16.24.199	2nd Floor	R214520187	20	20	20	20	-	-	-

Figure 8-5. Summary of Consumable Low Report



Summary

Model	Cyan	Yellow	Magenta	Black	Roller	Fuser	Drum
DELL2145CN	93	93	93	93	-	-	-
DELL7130CDN	1	1	1	1	-	-	-

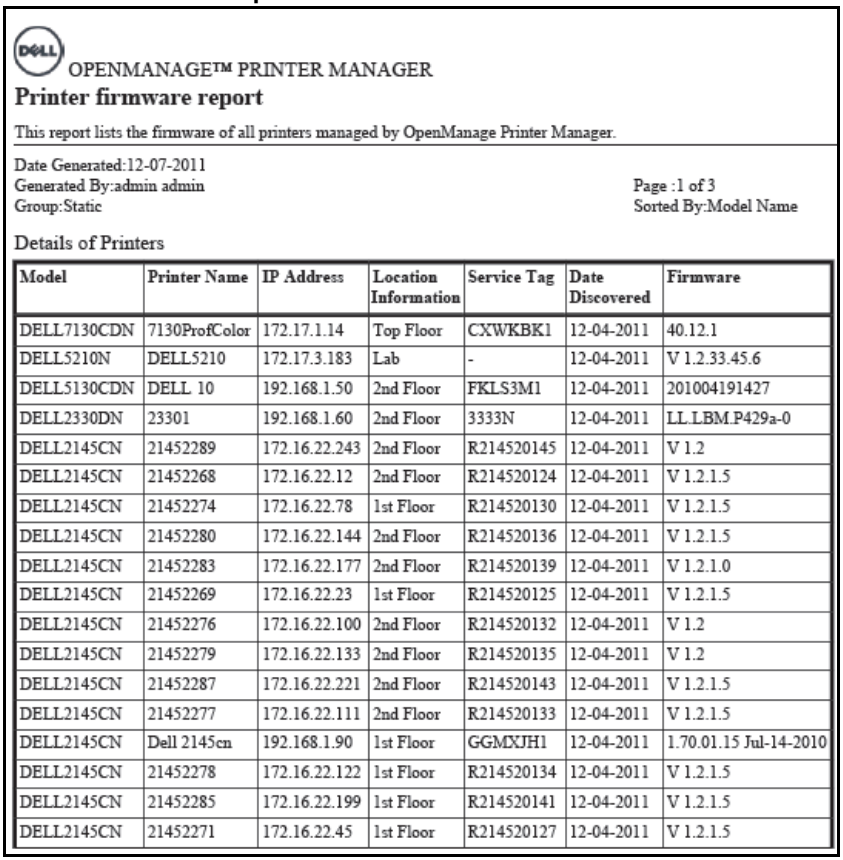
The consumable low status report contains the following details:

Field	Description
Model	Indicates the model number of the printer.
Printer name	Indicates the name of the printer.
IP Address	Indicates the IP address of the printer.
Location	Indicates the location information of the printer.
Service Tag	Indicates the service tag of the printer.
C%	Indicates the level* of cyan toner remaining in %.
M%	Indicates the level* of magenta toner remaining in %.
Y%	Indicates the level* of yellow toner remaining in %.
K%	Indicates the level* of black toner remaining in %.
Fuser%	Indicates the level* of fuser remaining in %.
Imaging Drum%	Indicates the level* of imaging drum remaining in %.
Summary	Indicates the summary of the printer models.

* The % values are approximate.

Current printer firmware generates a report on the current engine firmware and the controller firmware of all the printers in the selected group.

Figure 8-6. Current Printer Firmware Report



OPENMANAGE™ PRINTER MANAGER

Printer firmware report

This report lists the firmware of all printers managed by OpenManage Printer Manager.

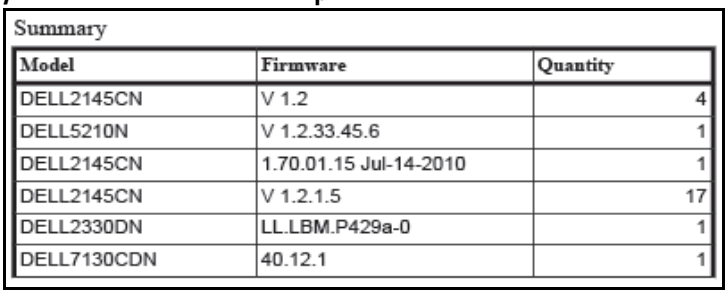
Date Generated:12-07-2011
Generated By:admin admin
Group:Static

Page :1 of 3
Sorted By:Model Name

Details of Printers

Model	Printer Name	IP Address	Location Information	Service Tag	Date Discovered	Firmware
DELL7130CDN	7130ProfColor	172.17.1.14	Top Floor	CXWKBK1	12-04-2011	40.12.1
DELL5210N	DELL5210	172.17.3.183	Lab	-	12-04-2011	V 1.2.33.45.6
DELL5130CDN	DELL 10	192.168.1.50	2nd Floor	FKLS3M1	12-04-2011	201004191427
DELL2330DN	23301	192.168.1.60	2nd Floor	3333N	12-04-2011	LL.LBM.P429a-0
DELL2145CN	21452289	172.16.22.243	2nd Floor	R214520145	12-04-2011	V 1.2
DELL2145CN	21452268	172.16.22.12	2nd Floor	R214520124	12-04-2011	V 1.2.1.5
DELL2145CN	21452274	172.16.22.78	1st Floor	R214520130	12-04-2011	V 1.2.1.5
DELL2145CN	21452280	172.16.22.144	2nd Floor	R214520136	12-04-2011	V 1.2.1.5
DELL2145CN	21452283	172.16.22.177	2nd Floor	R214520139	12-04-2011	V 1.2.1.0
DELL2145CN	21452269	172.16.22.23	1st Floor	R214520125	12-04-2011	V 1.2.1.5
DELL2145CN	21452276	172.16.22.100	2nd Floor	R214520132	12-04-2011	V 1.2
DELL2145CN	21452279	172.16.22.133	2nd Floor	R214520135	12-04-2011	V 1.2
DELL2145CN	21452287	172.16.22.221	2nd Floor	R214520143	12-04-2011	V 1.2.1.5
DELL2145CN	21452277	172.16.22.111	2nd Floor	R214520133	12-04-2011	V 1.2.1.5
DELL2145CN	Dell 2145cn	192.168.1.90	1st Floor	GGMXJH1	12-04-2011	1.70.01.15 Jul-14-2010
DELL2145CN	21452278	172.16.22.122	1st Floor	R214520134	12-04-2011	V 1.2.1.5
DELL2145CN	21452285	172.16.22.199	1st Floor	R214520141	12-04-2011	V 1.2.1.5
DELL2145CN	21452271	172.16.22.45	1st Floor	R214520127	12-04-2011	V 1.2.1.5

Figure 8-7. Summary of Current Printer Firmware Report



Summary

Model	Firmware	Quantity
DELL2145CN	V 1.2	4
DELL5210N	V 1.2.33.45.6	1
DELL2145CN	1.70.01.15 Jul-14-2010	1
DELL2145CN	V 1.2.1.5	17
DELL2330DN	LL.LBM.P429a-0	1
DELL7130CDN	40.12.1	1

The current printer firmware report contains the following details:

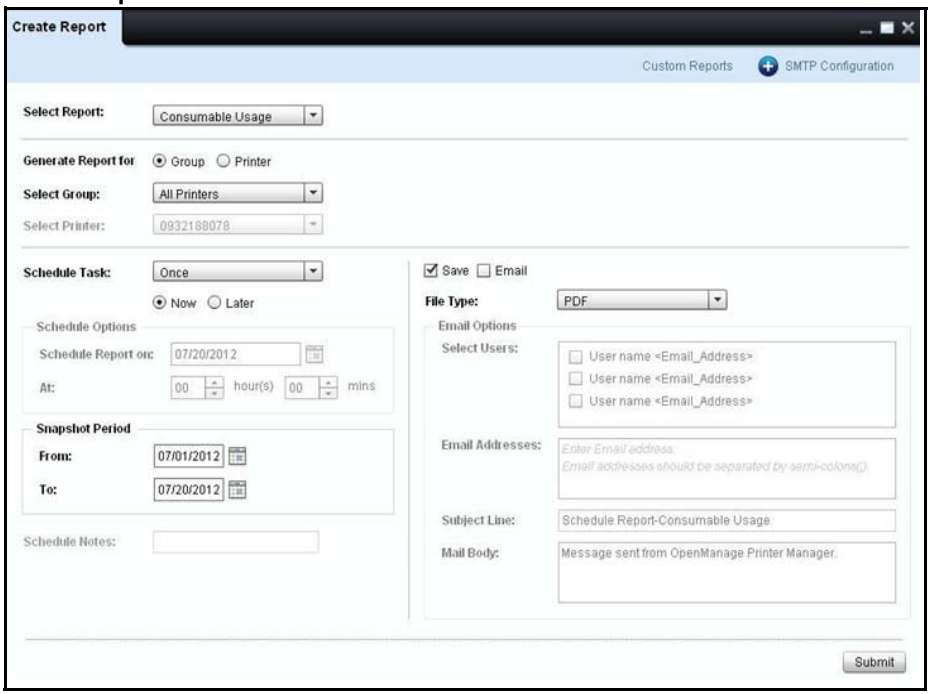
Field	Description
Model	Indicates the model number of the printer.
Printer name	Indicates the name of the printer.
IP Address	Indicates the IP address of the printer.
Location	Indicates the location information of the printer.
Date discovered	Indicates the date on which the printer was discovered.
Firmware	Indicates the printer firmware.
Service Tag	Indicates the service tag of the printer.
Summary	Indicates the summary of the printer models.

Generating Reports

To generate a report, perform the following steps:

1 In the navigation panel, click **Reports** → **Create Report**.

Figure 8-8. Create Report Window



2 In the window that appears, click **Select Report** drop-down list, select the type of the report to be generated.

3 To generate a report for a group, select **Group** and from the **Select Group** drop-down list, select the group for which the report has to be generated.

4 To generate a report for a printer, select **Printer** and from the **Select Printer** drop-down list, select the printer for which the report has to be generated.

5 To generate a report immediately, in **Schedule Task** drop-down box select **Once** and then select **Now**.

NOTE: To generate a report later, in **Schedule Task** drop-down box select **Once** and then select **Later**. You can also schedule to generate a report later by selecting **Daily**, **Weekly**, or **Monthly**.

6 In the **From** and **To** fields, select the period for which the report has to be generated.

NOTE: Time period is specified only if the report type selected is **Consumable Usage** and the **Schedule Task** selected is **Once**.

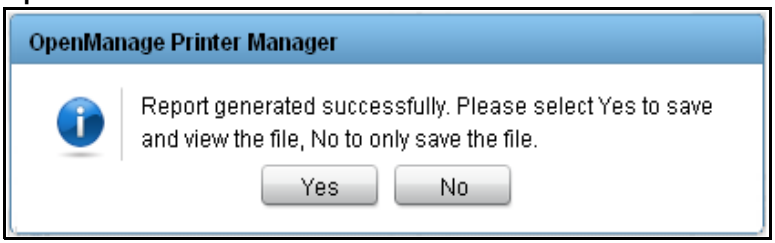
NOTE: If you select **Now** while scheduling once, by default **Email** and **Save** options are selected. Please refer to Scheduling and E-mailing Reports.

7 Select the format in which you want to generate the report.

NOTE: You can save the report in CSV or PDF format.

8 Click **Submit**.

Figure 8-9. Save Report



9 In the dialog box that appears, click **Yes** to save and view the file or click **No** to save the file.

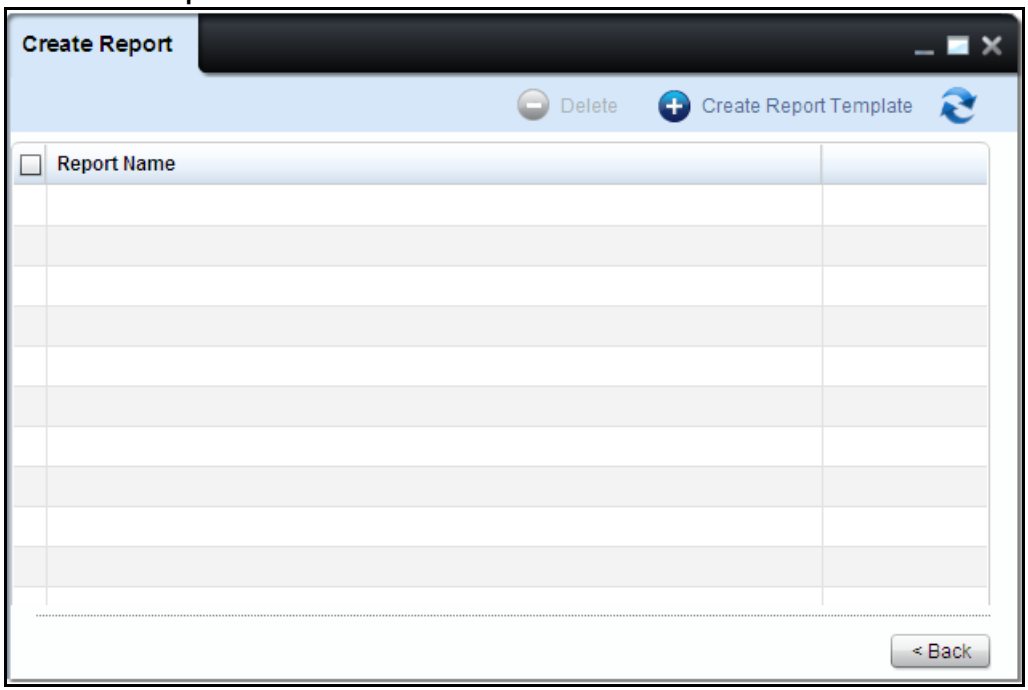
Creating Custom Reports

You can create custom reports in addition to the four canned reports.

To create custom report, perform the following steps:

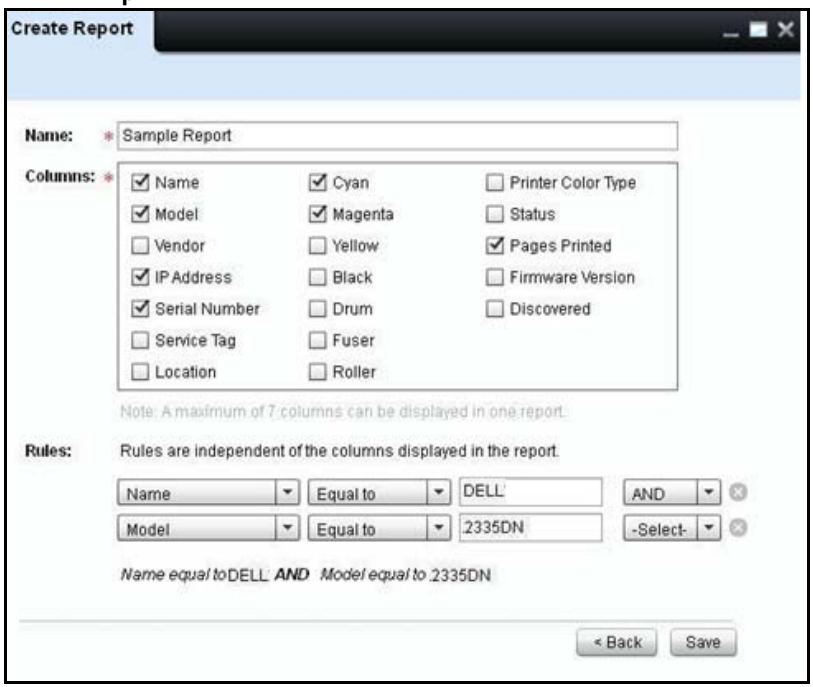
1 In the **Create Report** window, click **Custom Reports**.

Figure 8-10. Custom Reports Window



2 In the window that appears, click **Create Report Template**.

Figure 8-11. Create New Report Window



3 In the window that appears, type the name of the report and select the parameters from **Column** field for the report that you want to generate.

NOTE: You can select up to seven parameters.

4 In the **Rules** field, if desired, select each parameter and apply filter values for the parameter. Based on the filter values, the related parameter data will appear in the generated report. The filter preview appears after the last filter value field.

NOTE: If you do not select a parameter filter, the report will include all printers in OMPM database. Only selected columns are displayed in the report.

NOTE: To delete a filter, click the icon against the filter that you want to delete.

5 Click **Save**.

Deleting Custom Reports

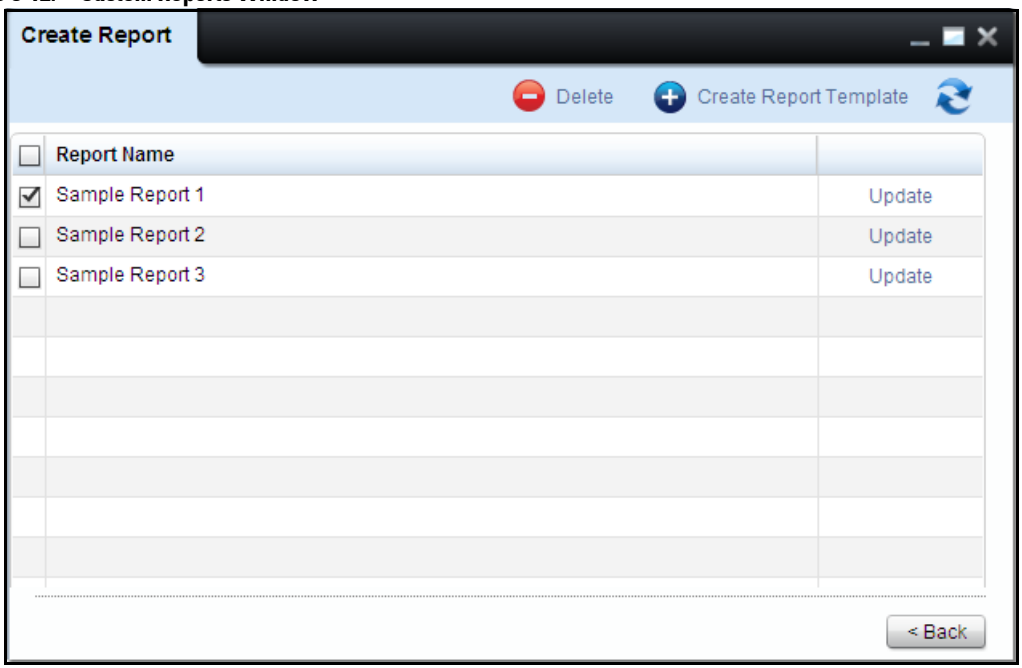
Custom Reports created earlier can be deleted.

To delete a custom report, perform the following steps:

1 In the **Create Report** window, select one or more custom reports for deletion by clicking the check box next to the report name.

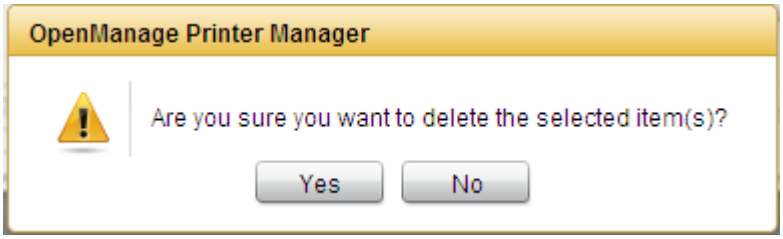
The **Delete** button is enabled.

Figure 8-12. Custom Reports Window



2 Click **Delete**.

Figure 8-13. Delete Reports



3 In the dialog box that appears, click **Yes**.

Scheduling and E-mailing Reports

You can schedule both pre-defined and custom reports to generate at a later time. The generated reports can be E-mailed as an attachment to the selected registered and unregistered users.

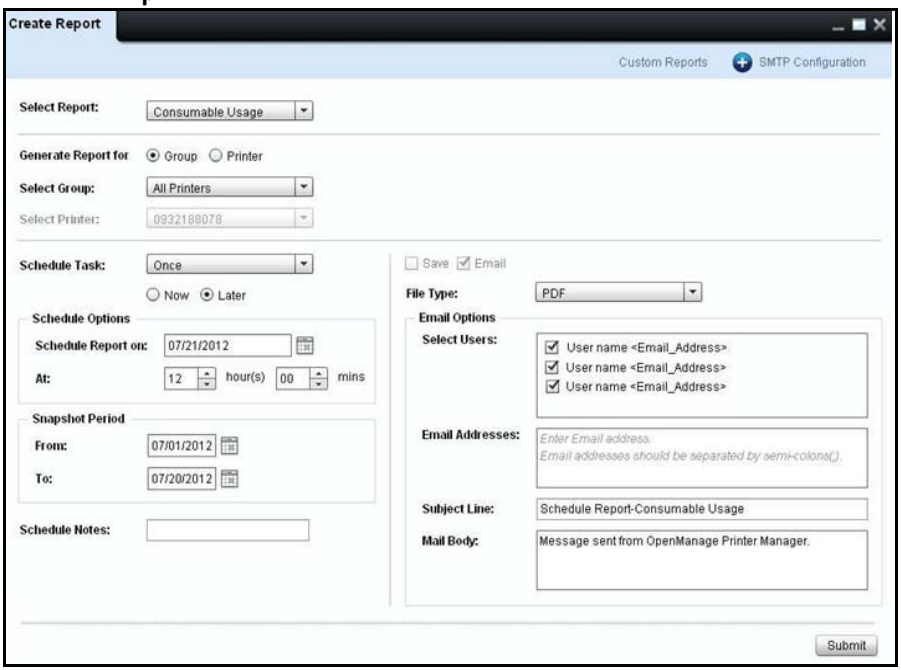
You can also generate a report immediately.

Reports are scheduled once, daily, weekly, or monthly by selecting the time. OMPM provides the user with an option to enter a custom message while E-mailing the reports.

To schedule and E-mail reports, perform the following steps:

1 In the **Create Report** window, from **Select Report** drop- down list, select the report type and select the **Group** or **Printer** for which report should be generated.

Figure 8-14. Schedule Report Window



2 Under **Schedule Options**, do the following:

- In the **Schedule Task** drop-down box, select **Once**, **Daily**, **Weekly**, or **Monthly**, according to the requirement.

NOTE: If you select **Once**, select **Now** to generate a report immediately or select **Later** to generate a report later for a specific time.

NOTE: Reports are saved only when it is generated immediately.

- In the **Schedule Report at** field, select the time for scheduling the report.
- In the **Schedule Report on** field, select the date for scheduling the report.

NOTE: The **Schedule Report on** field is disabled when a report is generated immediately.

3 In the **From** and **To** fields, select the period for which the report has to be generated.

NOTE: Time period is specified only if the report type selected is **Consumable Usage** and **Schedule Task** selected is **Once**.

4 In the **Schedule Notes** field, type notes for the scheduled task.

5 Select the format in which you want to E-mail the report.

NOTE: You can E-mail the report in CSV or PDF format.

NOTE: By default **Email** check box is selected.

6 Under **Email Options**, do the following:

- In the **Select Users** group box, select the registered users to whom the reports are to be E-mailed.

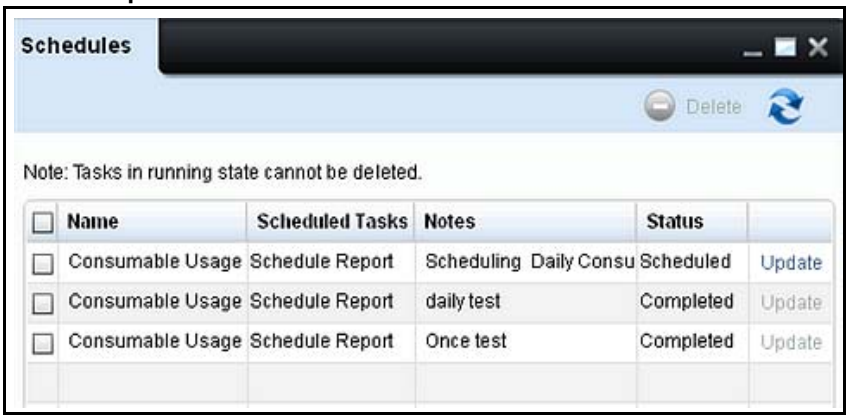
NOTE: By default, the logged on user is checked in the **Select Users** group box.

- In the **Email Addresses** field, type the valid E-mail address of any unregistered users to whom the reports are to be E-mailed.
- In the **Subject Line** and **Mail Body** fields, type a subject and mail body respectively for the E-mail.

7 Click **Submit**.

NOTE: The scheduled report appears as a scheduled task in the **Schedules** window. Upon clicking **Update** in the **Schedules** window, the **Create Reports** window appears.

Figure 8-15. Scheduled Reports



NOTE: All scheduled and E-mailed reports are logged in the audit log.

Figure 8-16. Generated Reports

9

Discovery

OpenManage Printer Manager (OMPM) discovers all network printers that comply with RFC3805, 1213, 2790 and 3410 standards.

Discovery is the process of identifying printers on the network. The **Discovery feature allows you to discover printers immediately or within a** defined schedule.

OMPM identifies the printers on an IPv4 Local Area Network (LAN) based on their IP addresses, and adds the printers to a list of managed printers.

Any printers on the blocked list are excluded from discovery.

Discovering Printers

You must discover the printers to save their information in the OMPM database before you can manage the printers. You can discover printers immediately or you can schedule printers to be discovered at a later time.

You can choose SNMP v1/v2c or SNMP v3 options to discover printers. The SNMP options will be saved once you start a discovery. The SNMP options will be re-used when the widget is re-opened, and are not managed by the "**Save Preferences**" feature.

SNMP v1/v2c

When you launch the discovery widget from the navigation pane, SNMP v1/v2c option is selected by default, and the default values are displayed.

Figure 9-1. SNMP v1/v2c Discovery

Community Name

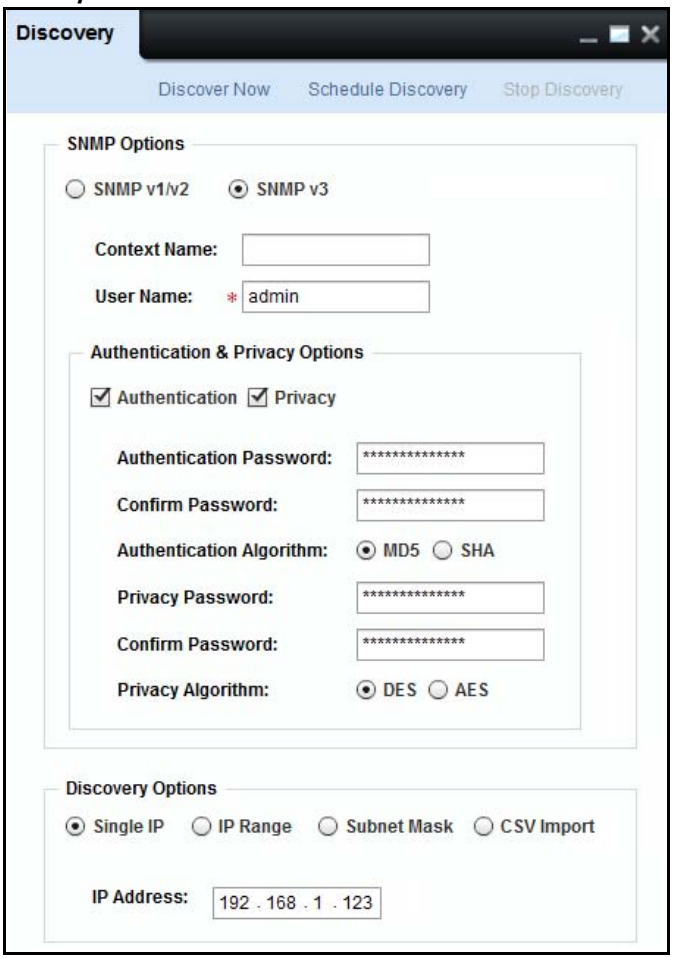
Community Name is the name assigned to a group of printers such as 'private' or 'public'. Printers whose community name does not match are not discovered.

NOTE: In the discovery window, the **SNMP Community Name** field is mandatory and must not be left blank.

SNMP v3

To perform discovery of printers with SNMP v3 option, select SNMP v3 radio button in the Discovery widget.

Figure 9-2. SNMP v3 Discovery



Field	Description
Context Name	Indicates named subset of the Management Information Base (MIB) objects by an agent.
User Name	Indicates the name of the user.
Authentication Password	Indicates the password used by the authentication protocol for authenticating the messages.
Authentication Algorithm	Indicates the protocol used to authenticate the messages sent or received by the user.
Privacy Password	Indicates the password used by the privacy protocol for encrypting and decrypting the messages.
Privacy Algorithm	Indicates the protocol used to encrypt the messages sent or received by the user.

1. In the **Context Name** field, type a valid context name.
2. In the **User Name** field, type a valid user name.

NOTE: In the **Discovery** window, the **User Name** field is mandatory and must not be left blank.

NOTE: Both **Authentication** and **Privacy** options are selected by default. You can select **Authentication** and **Privacy**, or only **Authentication**, or none. Based on the selection, related fields are displayed.

3. In the **Authentication Password** field, type a valid password. The password field shows '*' for characters entered.
4. In the **Confirm Password** field, re-type the password to confirm the authentication password.
5. In the **Authentication Algorithm** field, select **MD5** for Message Digest Algorithm or **SHA** for Secure Hash Algorithm.
6. In the **Privacy Password** field, type a valid password. The password field shows '*' for characters entered.
7. In the **Confirm Password** field, re-type the password to confirm the privacy password.
8. In the **Privacy Algorithm** field, select **DES** for Data Encryption Standard or **AES** for Advanced Encryption Standard.

NOTE: Password should be a minimum of 8 characters and must not exceed 255 characters. If the entered and confirmed passwords do not match, then 'Confirm Password' text box will be highlighted in red. You have to re-enter the password and confirm.

Discovering Printers Using Single IP

Discovering printers using **Single IP** is the default option. You can discover a printer by entering the IP address of the printer.

Single IP-based discovery is the fastest way to discover a single printer and is useful when a new printer has just been commissioned.

To discover printers with a single IP address, perform the following steps:

1. In the **SNMP Community Name** field of the **Discovery** window, type a valid community name of the printers to be discovered.
2. Select **Single IP**.

Figure 9-3. Single IP Discovery

3. Type a valid IP address of the printer.
4. Click **Discover Now** to discover printers immediately, or click **Schedule Discovery** to discover printers at a later time.

NOTE: You can discover printers by entering wildcard characters such as "*" and "?". A wildcard character can be used only once in the last two segments of the IP address.

NOTE: When a discovery is in progress and the widget is open, the discovery status is refreshed automatically. You do not need to close and re-open the widget to get the status.

Example 1: When you enter IP address 192.168.*.123, OMPM discovers printers with these IP addresses:

192.168.1.123

192.168.2.123

192.168.3.123

.

.

192.168.255.123

Example 2: When you enter IP address 192.168.1.2?1, OMPM discovers printers with these IP addresses:

192.168.1.201

192.168.1.211

.

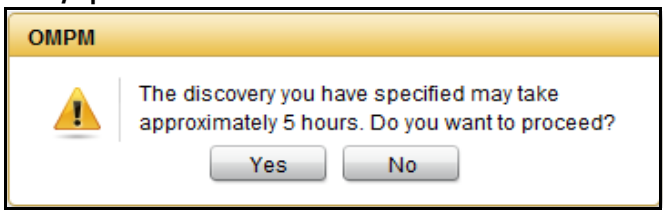
.

.

192.168.1.251.

NOTE: If the estimated time for discovery operation exceeds 30 minutes, then you will be warned of a potential delay and the system will wait for user confirmation.

Figure 9-4. Confirm Discovery Operation



Discovering Printers Using IP Range

Select discovering printers using **IP Range** option to discover a range of printers between two given IP addresses.

IP range-based discovery is useful for initial discovery of network printers. It is recommended to run this during off-peak hours as it is time consuming.

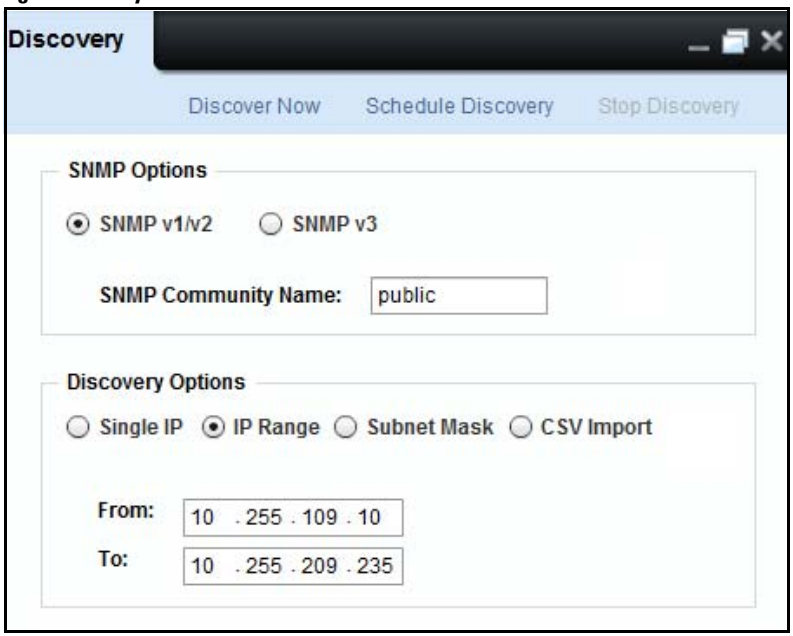
Printers with IP addresses between and including the specified range in the **From** and **To** fields are discovered.

NOTE: If printer is unavailable during this discovery, it is not added to list of managed printers.

To discover a range of printers, perform the following steps:

1. In the **SNMP Community Name** field of the **Discovery** window, type a valid community name of the printers to be discovered.
2. Select **IP range**.

Figure 9-5. IP Range Discovery



3. Type the **From** IP address.

4 Type the **To** IP address.

5 Click **Discover Now** to discover printers immediately, or click **Schedule Discovery** to discover printers at a later time.

Example: When you enter IP address 10.255.109.10 in the **From** field and IP address 10.255.109.50 in the **To** field, the system searches for each IP address in that range, checks if the printer is available, and then adds the printer to the search result. Printers with IP addresses between and including the specified range are discovered.

Discovering Printers Using Subnet Mask

Discovering printers using **Subnet Mask** option allows you to discover printers using the subnet mask.

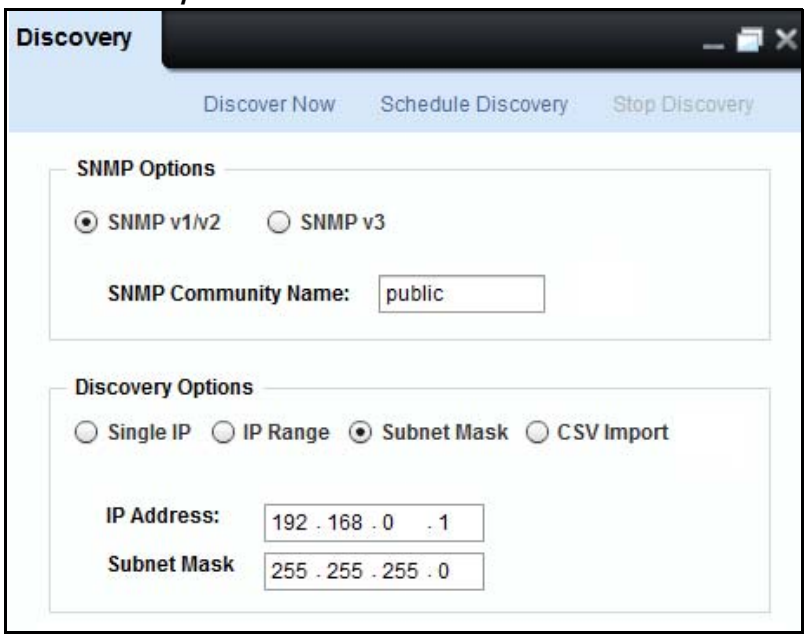
Subnet mask-based discovery is used where printers are sparsely distributed across a subnet.

To discover a printer using the subnet mask, perform the following steps:

1 In the **SNMP Community Name** field of the **Discovery** window, type a valid community name of the printers to be discovered.

2 Select **Subnet Mask**.

Figure 9-6. Subnet mask Discovery



3 Type **IP Address**.

4 Type **Subnet Mask**.

5 Click **Discover Now** to discover printers immediately, or click **Schedule Discovery** to discover printers at a later time.

Example: When you enter an IP address 192.168.0.1 and subnet mask as 255.255.255.0, the following range of printers are discovered:

192.168.0.1

192.168.0.2

.

192.168.0.254

Discovering Printers by Importing IP Addresses From a CSV File

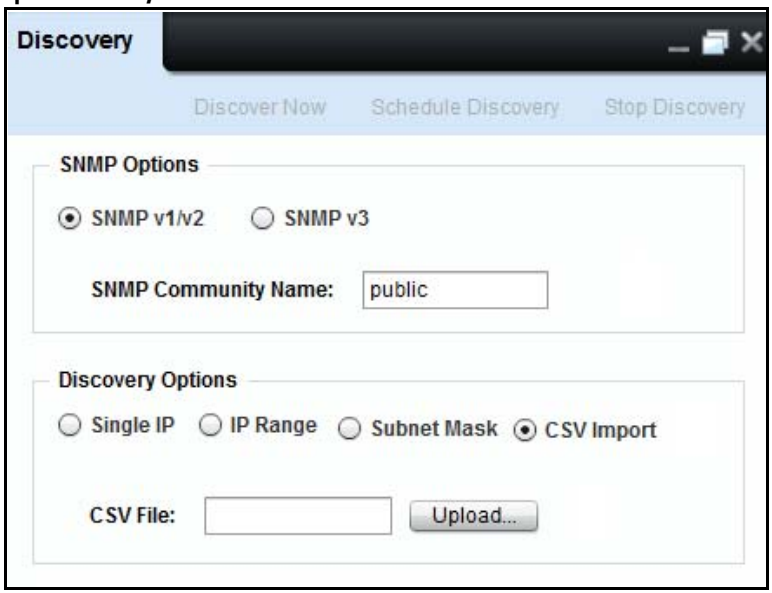
Discovering printers by importing IP address from a CSV file option allows you to discover printers listed in a Comma-Separated Value (CSV) file. You can specify a list of IP addresses separated by a comma in the CSV file. To create a CSV file, specify a list of IP addresses in different columns in Microsoft Excel and save it as .csv file. The system will discover the printers by reading the CSV file.

Importing IP addresses from a CSV file-based discovery is the fastest way to discover multiple printers distributed across multiple subnets, and whose IP addresses are already known to the administrator. It is useful when a set of printers have just been commissioned.

To discover printers using **CSV import**, perform the following steps:

1. In the **SNMP Community Name** field of the **Discovery** window, type a valid community name of the printers to be discovered.
2. Select the **CSV Import** option.

Figure 9-7. CSV import Discovery



3. To upload the CSV file, click **Upload...**.
4. Click **Discover Now** to discover printers immediately, or click **Schedule Discovery** to discover printers at a later time.

Scheduling Discovery

You can schedule and launch discovery sessions for a specified discovery profile.

Scheduling discovery can add discovered printers automatically to OMPM.

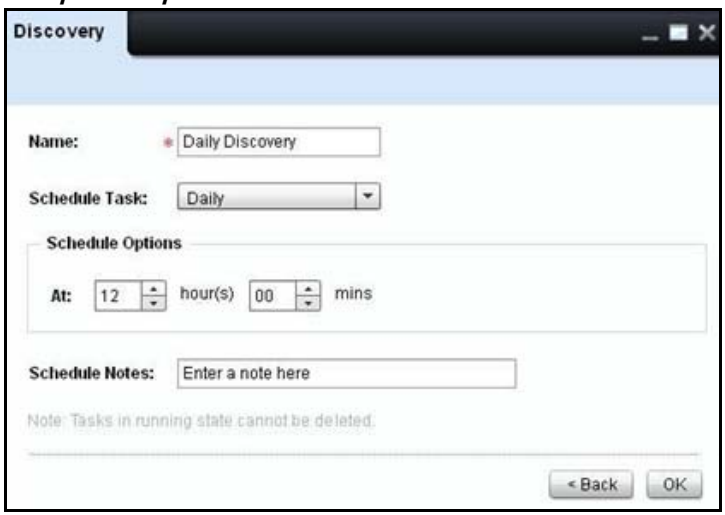
You can schedule any number of discoveries.

Scheduling Daily Discovery

To schedule OMPM to discover printers every day, perform the following steps:

1 In the **Discovery** window, select the type of discovery that you want to perform, and click **Schedule Discovery**.

Figure 9-8. Schedule Daily Discovery



2 In the **Name** field, enter the name of the discovery.

3 In the **Schedule Task** drop-down box, select **Daily**.

4 In the **Schedule Options** section, from the **At** field, select the time in hours (hrs) and minutes (mins).

5 In the **Schedule Notes** field, type the notes for schedule or discovery.

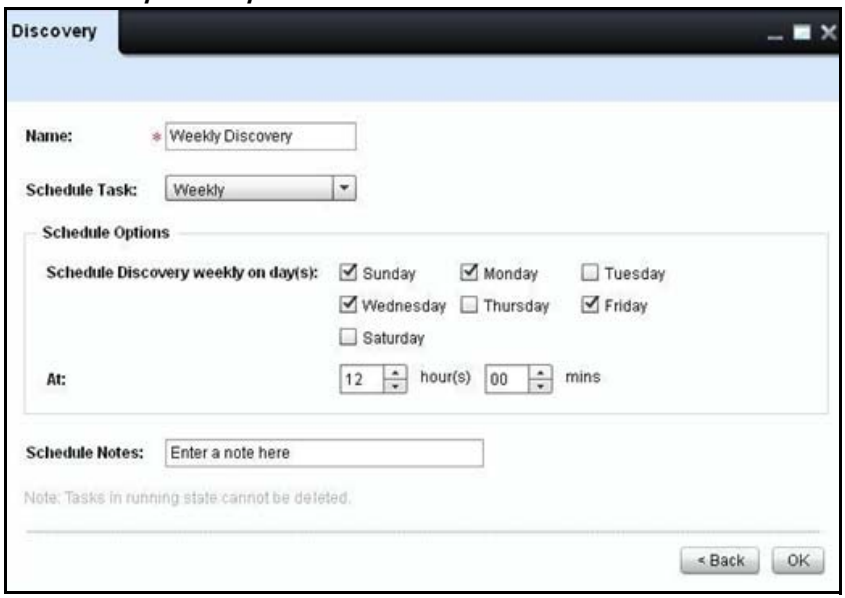
6 Click **OK**.

NOTE: You cannot delete the tasks in running state.

Scheduling Weekly Discovery

To schedule a discovery on a weekly basis, perform the following steps:

Figure 9-9. Schedule Weekly Discovery



1. In the **Name** field, enter the name of the discovery.
2. From the **Schedule Task** drop-down box, select **Weekly.**
3. In the **Schedule Options** section, from the **Schedule Discovery weekly on day**(s) group check boxes, select the check box for the required day(s) of the week.
4. In the **Schedule Options** section, from the **At** field, select the time in hours (hrs) and minutes (mins).
5. In the **Schedule Notes** field, type the notes for schedule or discovery.
6. Click **OK**.

NOTE: You cannot delete the tasks in running state.

Scheduling Discovery Once

To schedule a discovery only once, perform the following steps:

Figure 9-10. Schedule Discovery Once

1. In the **Name** field, enter the name of the discovery.
2. From the **Schedule Task** drop-down box, select **Once**.
3. In the **Schedule Options** section, from the **Schedule Discovery on** field, select the date on which you want to schedule a discovery.
4. In the **Schedule Options** section, from the **At** field, select the time in hours (hrs) and minutes (mins).
5. In the **Schedule Notes** field, type the notes for schedule or discovery.
6. Click **OK**.

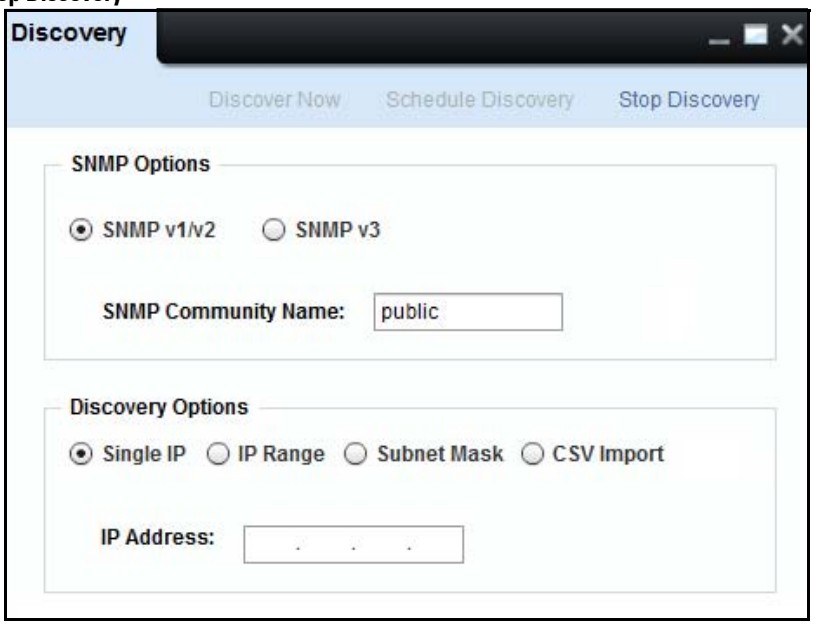
NOTE: You cannot delete the tasks in running state.

Stop Discovery

Stop discovery stops the currently running discovery. The advantage of **Stop Discovery** feature is that, you can stop a long running discovery.

To stop a discovery, open the **Discovery** widget, on the blue tab click **Stop Discovery** and click **OK**.

Figure 9-11. Stop Discovery



10

Templates

OpenManage Printer Manager (OMPM) has templates for each printer model. Templates are Extensible Markup Language (XML) files having a preset format, which map the OMPM fields against the method and type of access for a particular printer model. Templates also store information about printer discovery, firmware upgrade, and connection settings.

When a printer is discovered in the network, the corresponding template of the printer model is associated with the printer. OMPM uses the SysObjectID SNMP value (.1.3.6.1.2.1.1.2) from RFC1213 to associate a template to a printer. OMPM compares the SysObjectID of the printer to the SysObjectID of the template and associates the printer to a template.

Using the **Templates** feature, you can register a new template or update an existing template of a printer model.

Types of Templates

- Shared Templates: Shared templates are shared across more than one printer model.
- Default Templates: Default templates are assigned to the printer model which are not associated with any other templates after discovery.
- Specific Templates: Specific templates are associated to a specific printer model.

Template Components

Template Component	Description
Template properties	Defines all template-specific properties.
Common identifiers	Defines mapping of properties between the templates.
Model info	Defines properties related to the printer model.
Consumables	Defines the printer consumables.
Property overrides	Defines the properties that are to be set or retrieved from the printer model.
Translations	Defines translations which convert one property value to another.
Derivations	Defines derived property names and associated expressions. These expressions calculate the values of derived properties.
Language support	Identifies the current language on the printer.
Credentials	Defines credential parameters.
Firmware update	Defines firmware commands and parameters.

Template Properties

It defines all properties specific to a particular template. The **property** element of a template contains the name of the property and the template name to which the property is associated.

```
Example: <template-properties>

<property name="TemplateId" tname="DELL1320C">DELL1320C</property>

<property name="SysObjectID" tname=
"DELL1320C">1.3.6.1.4.1.674.10898.10.51.1094472982</property>

<property name="Model" tname="DELL1320C">1320c</property>

<property name="Vendor" tname="DELL1320C">Dell Inc.</property>
```

```
</template-properties>
```

Common Identifiers

It defines the relationship and mapping of properties between the templates.

The **identifier** element defines the template property and the **identifier-type** element defines the mapping of one template to another.

```
Example: <common-identifiers>
<identifier name="DELL1320C">
<identifier-type>DEFAULT</identifier-type>
<identifier-type>DELLSHARED</identifier-type>
<identifier-type>DELLCOMMON1</identifier-type>
<identifier-type>DELL1320C</identifier-type>
<identifier-type>DELLCOMMON6</identifier-type>
</identifier>
</common-identifiers>
```

Model Info

It describes different parameters associated with the printer model. The **info** element defines the template property. It contains values that specify model information and the template name to which the property is associated.

Example: <model-info>

```
<info name="DeviceDescription" tname="DELL1320C"><![CDATA[Dell Laser
Printer 1320c]]></info>
<info name="PrinterSpeedMono" tname="DELL1320C"><![CDATA[16]]></info>
<info name="PrinterSpeedColor" tname="DELL1320C"><![CDATA[12]]></info>
<info name="PrinterType" tname="DELL1320C"><![CDATA[N]]></info>
<info name="PrinterColorType" tname="DELL1320C"><![CDATA[C]]></info>
<info name="DeviceImage" tname=
"DELL1320C"><![CDATA[ews/images/D1320_TRAY0.gif]]></info>
```

```
<info name="DrumMaxTotalPages" tname=
"DELL1320C"><![CDATA[35000]]></info>

<info name="FuserMaxTotalPages" tname=
"DELL1320C"><![CDATA[100000]]></info>

<info name="RollerMaxTotalPages" tname=
"DELL1320C"><![CDATA[35000]]></info>

<info name="ProcesserSpeed" tname="DELL1320C"><![CDATA[333]]></info>

</model-info>
```

Property Overrides

These describe the properties that are to be set or retrieved from the printer model. The elements of property overrides are **static-reads**, **web-reads**, **snmp-reads**, **web-writes**, **snmp-writes**.

- **Static-reads** define model-related properties that are static. The **sr-info** content element of the **static-reads** defines the static property. The **sr-info** defines the name of the property and the template to which the property is associated. It also contains **type** and **value** text elements that define storage type and value for a particular property respectively.

  ```
  Example: <static-reads>

  <sr-info name="Enabled-SNMP" tname="DELL1320C">

  <type>Boolean</type>

  <value>true</value>

  </sr-info>

  <sr-info name="MemoryCapacity" tname="DELL1320C">

  <type>Integer</type>

  <value>64</value>

  </sr-info>

  <sr-info name="SMTPPrimaryPassword" tname="DELL1320C">

  <type>String</type>

  <value>********</value>

  </sr-info>
  ```

```
</static-reads>
```

- **Web-reads** define the properties that can be retrieved through the web. It communicates with the printer EWS for retrieving the information. The wr-info content element of the **web-reads** defines the web-reading property. The **wr-info** contains **format**, **url**, and expression elements.

```
Example: <wr-info name="NetworkFirmwareVersion" tname="DELL1320C"
rewording="false">

<format>

<type>String</type>

</format>

<url><![CDATA[ews/status/infomation.htm]]></url>

<expression><![CDATA[tr -> (td -> b -> font ->text:"Network Firmware
Version") (td -> font -> text:"(.*)") ]]></expression>

</wr-info>

<wr-info name="SMTPPrimaryPort" tname="DELL1320C" rewording=
"false">

<format>

<type>Integer</type>

</format>

<url><![CDATA[ews/setting/setemalert.htm]]></url>

<expression><![CDATA[input<name="103013" value="(.*)">
]]></expression>

</wr-info>

<wr-info name="SMTPPrimaryUserName" tname="DELL1320C" rewording=
"false">

<format>

<type>String</type>

</format>

<url><![CDATA[ews/setting/setemalert.htm]]></url>
```

```
<expression><![CDATA[input<name="103015" value="(.*)">
]]></expression>

</wr-info>

<wr-info name="IPAddress" tname="DELL1320C" rewording="false">

<format>

<type>String</type>

</format>

<url><![CDATA[ews/setting/rptsvr.htm]]></url>

<expression><![CDATA[tr -> (td -> b -> font ->text:"IP Address$")
(td -> font -> text:"(.*)") ]]></expression>

</wr-info>
```

- **Snmp-reads** define the properties that can be retrieved through SNMP. It communicates with the printer using object ID (OID) of a particular property for retrieving the information. The **snmp-info** content element of the **snmp-reads** defines the SNMP reading property. The **snmp-info** contains format element.

```
Example: <snmp-reads>

<snmpr-info name="SerialNumber" tname="DELL1320C" oid=
"1.3.6.1.2.1.43.5.1.1.17.1">

<format>

<type>String</type>

</format>

</snmpr-info>

<snmpr-info name="CurrentPageCount" tname="DELL1320C" oid=
"1.3.6.1.2.1.43.10.2.1.4.1.1">

<format>

<type>Integer</type>

</format>

</snmpr-info>
```

```
<snmpr-info name="FirmwareVersion" tname="DELL1320C" oid=
"1.3.6.1.2.1.43.15.1.1.6.1.2">

<format>

<type>String</type>

</format>

</snmpr-info>

</snmp-reads>
```

- **Web-writes** define the properties that can be set through web. The **web-writes** element contains one or more typeset elements. The **typeset** content element defines section for grouping of elements. Each **typeset** element has a **ww-info** content element that contains **format**, **action**, and **paramname** elements.

```
Example: <web-writes>

<typeset name="1320CBASICCOMSET">

<ww-info name="Name" tname="DELL1320C" requisite="false" ordinal=
"0">

<format>

<type>String</type>

</format>

<action><![CDATA[ews/setting/setsys.htm]]></action>

<paramname>060002</paramname>

</ww-info>

<ww-info name="Contact" tname="DELL1320C" requisite="false"
ordinal="1">

<format>

<type>String</type>

</format>

<action><![CDATA[ews/setting/setsys.htm]]></action>

<paramname>060004</paramname>
```

```
</ww-info>
<ww-info name="Location" tname="DELL1320C" requisite="false"
ordinal="2">
<format>
<type>String</type>
</format>
<action><![CDATA[ews/setting/setsys.htm]]></action>
<paramname>060003</paramname>
</ww-info>
<ww-info name="AssetTagNumber" tname="DELL1320C" requisite="false"
ordinal="3">
<format>
<type>String</type>
</format>
<action><![CDATA[ews/setting/setsys.htm]]></action>
<paramname>060007</paramname>
</ww-info>
</typeset>
</web-writes>
```

- **Snmp-writes** contains one or more **sw-info** content elements that define the properties that can be set through SNMP. The **sw-info** contains **format** element.

```
Example: <snmp-writes>
<sw-info name="IPAddress" tname="DELLM20" oid=
"1.3.6.1.4.1.236.11.5.1.12.2.5.0" valueType="SNMP_IPAddress"/>
<sw-info name="IPAddressMode" tname="DELLM20" oid=
"1.3.6.1.4.1.236.11.5.1.12.2.1.0" valueType="SNMP_Inetger">
<format>
<type tname="DELLM20" property="DellConfigBy">Translation</type>
```

```
</format>
</sw-info>
<sw-info name="AssetTagNumber" tname="DELLSHARED" oid=
"1.3.6.1.4.1.11.2.3.9.4.2.1.1.3.12.0,4" valueType="SNMP_Inetger">
<format>
<type dataconversion="AddDELLControlCharacters">Translation</type>
</format>
</sw-info>
<sw-info name="PrinterHostname" tname="DELL8100" oid=
"1.3.6.1.2.1.1.5.0" valueType="SNMP_String"/>
</snmp-writes>
```

Translations

It describes all the properties required for translation from one format to another. Translation is used for retrieving information from a printer or storing information to a printer. The **dc-info** element defines the data conversion, **t-info** element defines the translation from one format to another, and **t-valid values** element defines the valid value for a particular property in the current element.

```
Example: <translations>
<t-info tname="DELL1320C" property="BannerSheetPosition" name="0"
value="OFF"/>
<t-info tname="DELL1320C" property="BannerSheetPosition" name="1"
value="BTM"/>
<t-info tname="DELL1320C" property="BannerSheetPosition" name="2"
value="TOP"/>
<t-info tname="DELL1320C" property="BannerSheetPosition" name="OFF"
value="0"/>
<t-info tname="DELL1320C" property="BannerSheetPosition" name="BTM"
value="1"/>
<t-info tname="DELL1320C" property="BannerSheetPosition" name="TOP"
value="2"/>
```

```
</translations>
```

Derivations

It describes the derivation using different properties. The **construct** element defines the value of the derivation property based on other values of properties in the expression.

```
Example: <derivations>
<construct name="LevelC">
<![CDATA[ (CurrentLevelAbsoluteCyan / MaxLevelCyan ) * 100 ]]>
</construct>
<construct name="LevelM">
<![CDATA[ (CurrentLevelAbsoluteMagenta / MaxLevelMagenta) * 100 ]]>
</construct>
<construct name="LevelY">
<![CDATA[ (CurrentLevelAbsoluteYellow / MaxLevelYellow) * 100 ]]>
</construct>
<construct name="LevelK">
<![CDATA[ (CurrentLevelAbsoluteBlack / MaxLevelBlack) * 100 ]]>
</construct>
</derivation>
```

Language Support

It describes language property configuration for a particular printer model. The **wr-info** and **ww-info** elements define the web-reading and web-writing properties. That is, it defines how to retrieve and change the current EWS language of the printer.

Example: <language-support>

<wr-info name="PanelLanguage" tname="DELL1320C" rewording="false">

<format>

<type tname="DELL1320C" property="PanelLanguage">Translation</type>

</format>

<url><![CDATA[ews/printer/prtsystem.htm]]></url>

<expression><![CDATA[R:select.name=301010.*value="([0-9]+)".selected>]]></expression>

</wr-info>

<ww-info name="PanelLanguage" tname="DELL1320C" requisite="false" ordinal="0">

<format>

<type tname="DELL1320C" property="PanelLanguage">Translation</type>

</format>

<action><![CDATA[ews/printer/prtsystem.htm]]></action>

<paramname>301010</paramname>

</ww-info>

</language-support>

Credentials

These elements define default credentials for printer models under consideration. Credentials include the SNMP and EWS parameters.

```
Example: <credentials>
<SNMPReadCommunity>public</SNMPReadCommunity>
<SNMPWriteCommunity>public</SNMPWriteCommunity>
<SNMPVersion>Version</SNMPVersion>
<EWSLogin></EWSLogin>
<EWSPassword>{blank}</EWSPassword>
</credentials>
```

Firmware Update

These elements contain firmware command information required for updating the firmware for a printer model. The **command-name** element defines the firmware tool information. The **arguments** element defines the information about the arguments necessary to run the tool.

```
Example: <firmware-update>
<command-name>lpr.exe</command-name>
<arguments><![CDATA[-S <ips> -P <ip> <filename>]]></arguments>
```

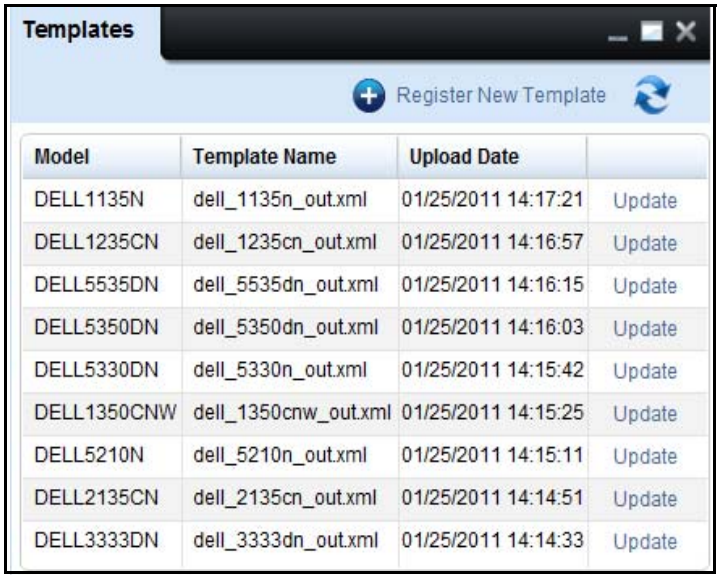
```
</firmware-update>
```

Registering New Templates

To register a new template, perform the following steps:

1 In the navigation panel, click **Manage** → **Templates**.

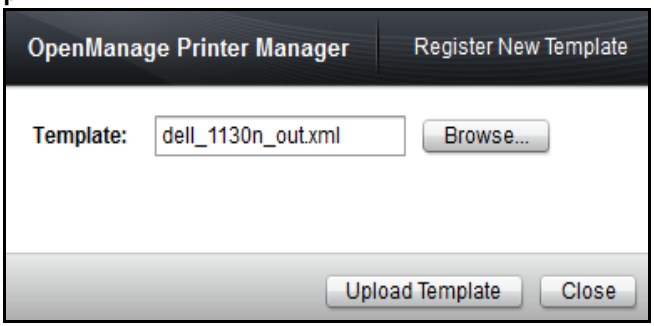
Figure 10-1. Templates Window



Field	Description
Model	Indicates model number of the printer.
Template Name	Indicates the name of the template file.
Upload Date	Indicates the date on which the template file was uploaded.

2 In the window that appears, click **Register New Template**.

Figure 10-2. Template Upload Window



3 In the window that appears, click **Browse...** and choose the template file from its location.

NOTE: Templates are available only in XML format.

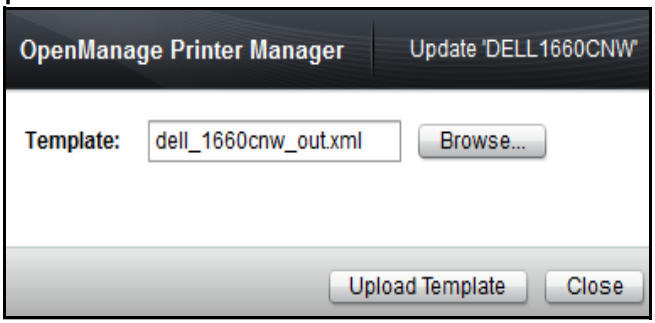
4 Click **Upload Template**.

Updating an Existing Template

To update an existing template, perform the following steps:

1 In the **Templates** window, click **Update** corresponding to the desired printer model.

Figure 10-3. Template Update Window



2 In the window that appears, click **Browse...** and choose the template file from its location.

3 Click **Upload Template**.

11

Connections

OpenManage Printer Manager (OMPM) uses Simple Network Management Protocol (SNMP) and Hypertext Transfer Protocol (HTTP) to communicate with the printers. These protocols require parameters to connect to the printers.

While installing OMPM for the first time, the templates in OMPM are preconfigured with default values, and a printer discovered in the network is associated with the corresponding template with default values.

If the connection settings of both SNMP and EWS are modified on printer EWS, prior to OMPM installation, then the printer will not be discovered during the discovery process. If only the EWS connection settings are modified, then the printer will be discovered but may not be with all the printer properties. Further, the printer details set operation will stop working. Therefore, it is recommended to keep both the SNMP and EWS settings in synchronization.

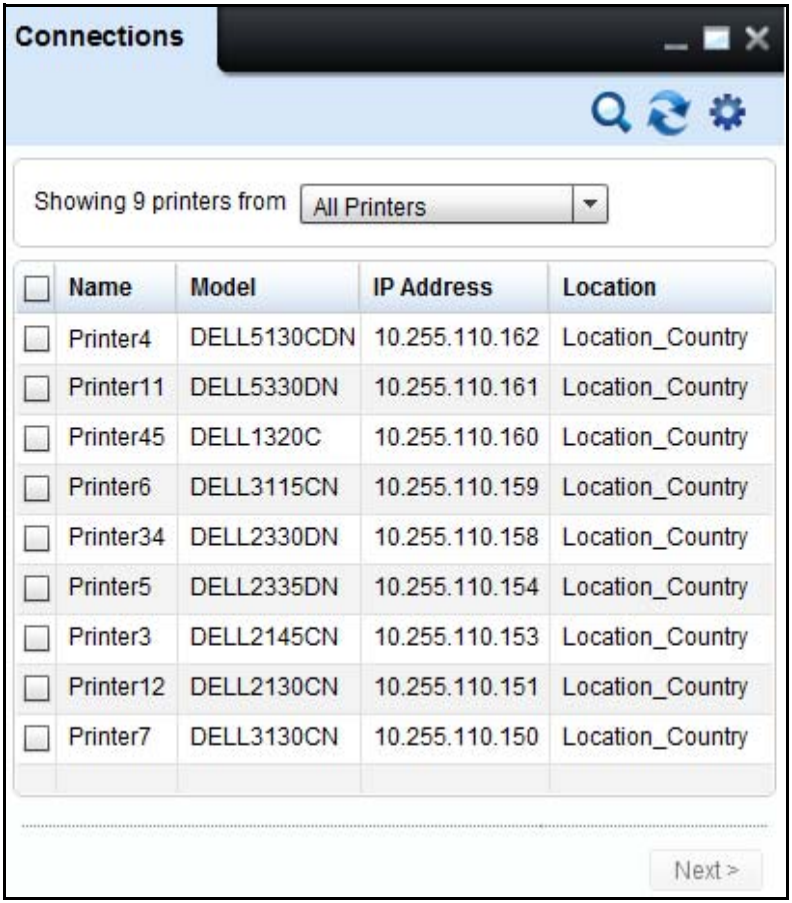
NOTE: If you change both SNMP and EWS settings prior to OMPM installation, you need to enter appropriate community name in the discovery widget. After the discovery, you have to modify the OMPM connection settings to match the EWS connections on the printer.

Updating Connection Settings

To update the connection settings, perform the following steps:

1 In the navigation panel, click **Manage** → **Connections**.

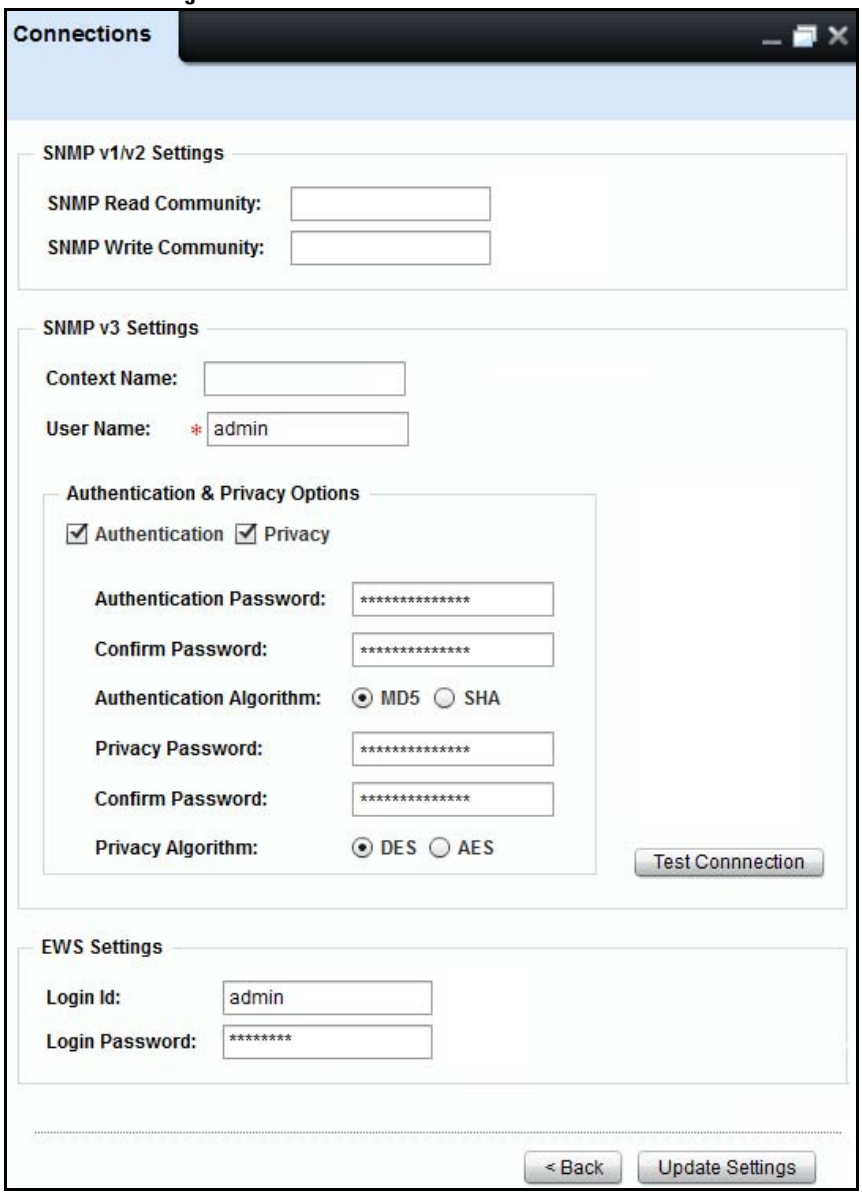
Figure 11-1. Connections Window



Field	Description
Name	Indicates the name of the printer in a group.
Model	Indicates the model number of the printer.
IP Address	Indicates the IP address of the printer.
Location	Indicates the location of the printer in a network.

2 In the window that appears, select one or more printers that you want to update, and click **Next>**.

Figure 11-2. Connections Settings Window



Field	Description
SNMP Read Community	Indicates the community name used by the printer for SNMP read.
SNMP Write Community	Indicates the community name used by the printer for SNMP write.
Context Name	Indicates named subset of the Management Information Base (MIB) objects by an agent.
User Name	Indicates the name of the User.
Authentication Algorithm	Indicates the protocol used to authenticate the messages sent or received by the user.
Authentication Password	Indicates the password used by the authentication protocol for authenticating the messages.
Privacy Algorithm	Indicates the protocol used to encrypt the messages sent or received by the user.
Privacy Password	Indicates the password used by the privacy protocol for encrypting and decrypting the messages.
Login ID	Indicates the login ID used to access the web server running on the printer.
Login Password	Indicates the password used to access the web server running on the printer.

3 In the window that appears, type information in appropriate fields and click **Update Settings**.

Testing SNMP v3 Connections

The **Test Connection** button is provided in the **Connections** window to test the SNMP v3 connection status.

To test SNMP v3 connections, perform the following steps:

1. Select printers in the **Connection** widget, and click **Next**.

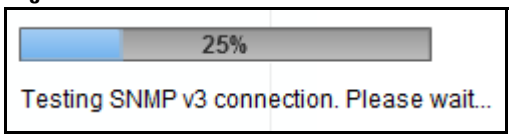
   The **Connection** window appears.

NOTE: The **Test Connection** button is disabled if the SNMP v3 settings are empty.

2. Type information in appropriate fields and click **Test Connection**.

   The Test Connection starts and the progress bar appears.

Figure 11-3. SNMP v3 Testing Progress Bar

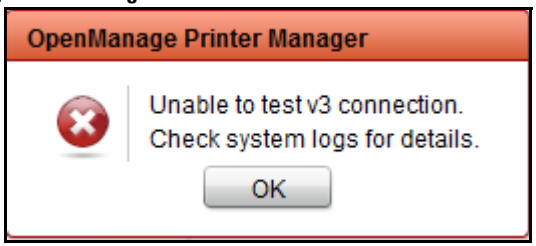


NOTE: While the test v3 connection is in progress, the connection widget will be inaccessible.

If the Test Connection succeeds, a **File** dialog box appears prompting to save the CSV file locally.

If the Test Connection fails, an error message appears.

Figure 11-4. SNMP v3 Testing Error Message



Upon completion, a consolidated report of failures and successes for each IP is stored in a CSV file. The CSV report provides the Model, IP address, and connection status details. These details are sorted based on the 'Fail' status.

12

Upgrade

The **Upgrade** feature of OpenManage Printer Manager (OMPM) allows you to update the firmware for selected printers. A firmware tool is required to upgrade the firmware for a single printer or group of printers using a firmware patch. You can define a specific time to schedule firmware upgrades.

The firmware tool to upgrade the firmware depends on the manufacturer and the printer model. Each firmware tool is associated with the model number of the printer. To upgrade the printer firmware, OMPM uses the firmware tool along with the firmware patch.

Associating an Existing Firmware Tool

A firmware tool is used to upgrade the printer firmware. You can associate an existing firmware tool to a printer model or modify the association of an existing firmware tool.

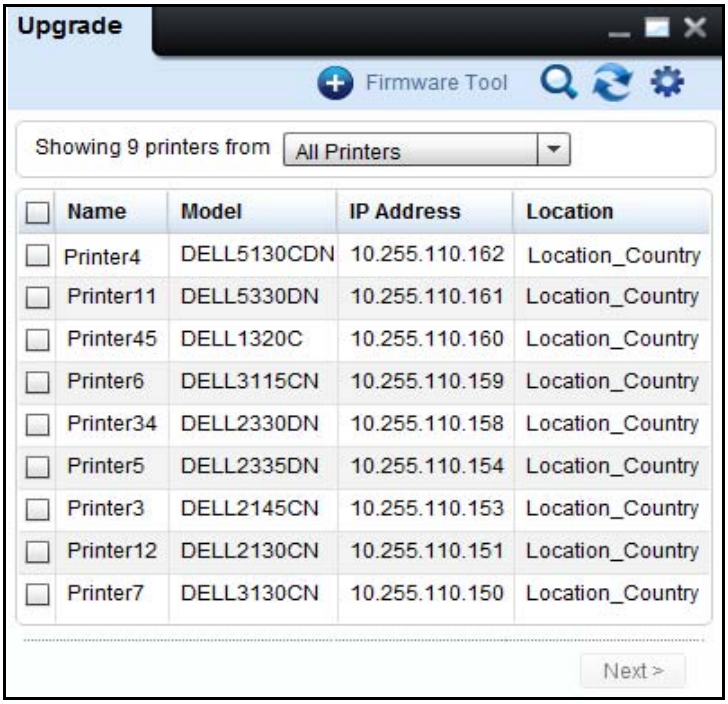
Before associating an existing firmware tool, all the firmware tools have to be copied in the **tools** folder. By default *curl* tool is provided along with OMPM. OMPM also uses *lpr* tool which gets installed with most windows Operating System (OS). The tools can even be added to the **tools** folder later.

NOTE: Only one firmware tool can be associated with one printer model.

To associate an existing firmware tool, perform the following steps:

1 In the navigation panel, click **Manage** → **Upgrade.**

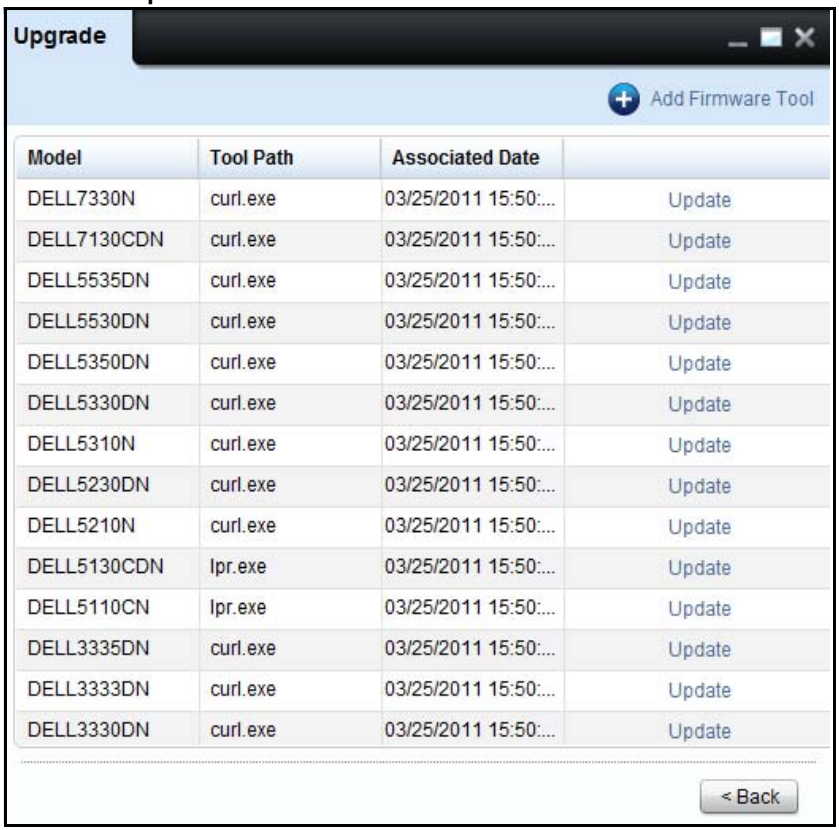
Figure 12-1. Upgrade Window



Field	Description
Name	Indicates the name of the printer in a group.
Model	Indicates the model number of the printer.
IP Address	Indicates the IP address of the printer.
Location	Indicates the location of the printer in a network.

2 On the top right corner of the **Upgrade** window, click **Firmware Tool**.

Figure 12-2. Firmware Tool Update Window

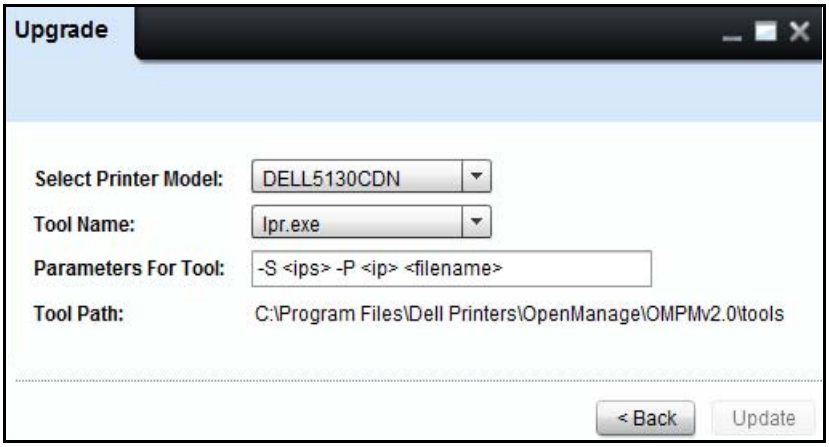


Field	Description
Model	Indicates the model number of the printer.
Tool Path	Indicates the tool path of the firmware.
Associated Date	Indicates the date on which the firmware was associated.

3 In the window that appears, click **Add Firmware Tool.**

NOTE: To modify the association of an existing firmware tool, in the **Firmware Tool Update** window, click **Update** corresponding to the specific printer.

Figure 12-3. Associate Firmware Tool Window



4 From the **Select Printer Model** drop-down box, select the model number of the printer.

5 From the **Tool Name** drop-down box, select the firmware tool to be associated/updated.

NOTE: All the firmware tools copied in the **tools** folder are listed under **Tool Name**. The directory of the **tools** folder is **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\tools**. The directory changes based on the location where you install the software.

6 In the **Parameters For Tool** field, type the IP address of the printer, model number of the printer and update file url in any order.

NOTE: For lpr the parameter line is: -S <ips> -P <ip> <filename>.

NOTE: For curl.exe the parameter line is: -s -f --form upload=@<filename> --form press=OK <url>.

7 Click **Update**.

Upgrading Firmware

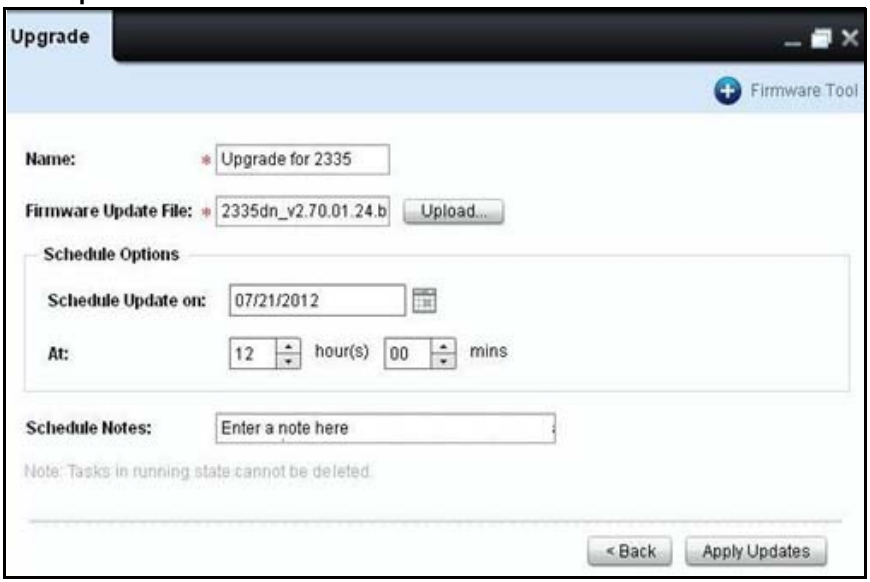
Firmware upgrade is only supported for the printers that are associated with the templates provided by Dell.

To upgrade firmware, perform the following steps:

1 In the **Upgrade** window, select the printer whose firmware needs to be upgraded.

2 Click **Next**.

Figure 12-4. Patch Upload Window



3 In the window that appears, type the name.

4 Click **Upload...** and choose the firmware patch file.

5 In the **Schedule Options** section, from the **Schedule Update on** field, select the date on which you want the firmware to be updated.

6 From the **At** field, select the schedule time in hours (hrs) and minutes (mins) to schedule the firmware upgrade at a later point of time.

7 In the **Schedule Notes** field, type the notes for upgrade.

8 Click **Apply Updates** for the changes to be updated.

13

Alerts

The **Alerts** feature of OpenManage Printer Manager (OMPM) enables you to send multiple E-mail alerts about printer-related events to both registered and unregistered users.

OMPM enables the sending of E-mail alerts using Simple Mail Transfer Protocol (SMTP). Some popular virus scanning software may identify the Java process of sending E-mail and block the sending capability. To enable sending of E-mail alerts, a user with appropriate privileges may need to add an exception in the virus scanning software for the Java process.

NOTE: All E-mail alert notification events are logged in the audit log.

Configuring Alerts

Alerts are configured for the following events:

- When a printer is offline for a specific number of hours.
- When the quantity of printer consumables goes below a specific level.
- When an SNMP trap is sent by a printer.

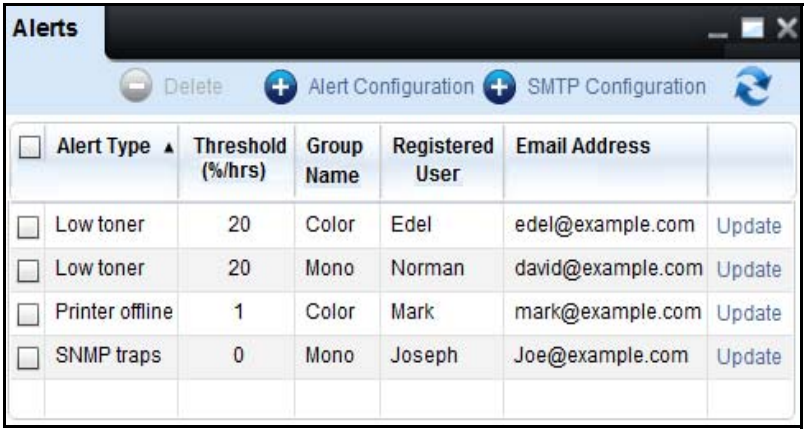
NOTE: SNMP traps are messages that originate from the printers, indicating mainly the abnormal condition of the printers.

NOTE: In case of multiple imaging drum printers, even if the level of one imaging drum is below the defined threshold, an E-mail alert will be sent.

To configure an alert, perform the following steps:

1 In the navigation panel, click **Manage** → **Alerts**.

Figure 13-1. Alerts Window



Field	Description
Alert type	Indicates the type of event for which an E-mail alert is sent.
Threshold (%/hrs)	Indicates the level* of the consumable or the time duration of the event at which the alert is sent. Threshold is set as % for the remaining printer consumables. It is set in hours for the event when a printer is offline.
Group name	Indicates the name of the printer group for which the alert is configured.

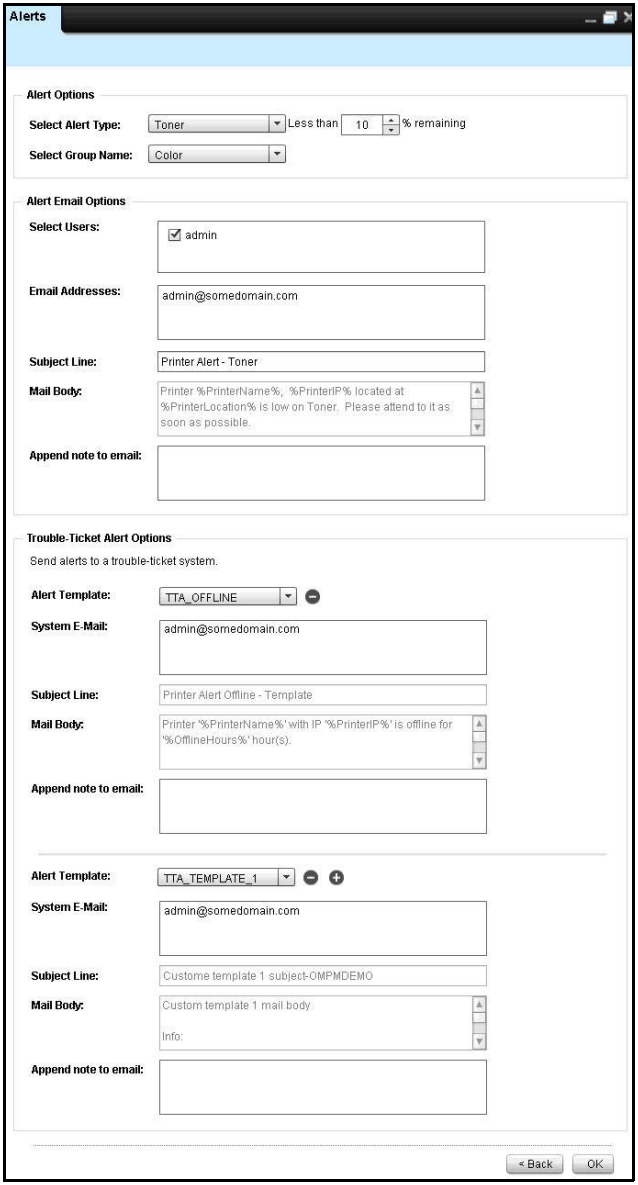
Field	Description
Registered user	Indicates the name of the registered user to whom the E-mail alert is sent.
E-mail address	Indicates the E-mail address of the registered user to whom the alert is sent.

* The % values are approximate.

2 In the window that appears, click **Alert Configuration**.

NOTE: To edit an existing alert, in the **Alerts** panel, click **Update** corresponding to the specific alert.

Figure 13-2. Alert Configuration Window



3 In the window that appears, click **Select Alert Type** and select the desired alert type.

4 In the field next to the alert type, type or select the threshold for the alert.

NOTE: The threshold is in hours for the alert type **Printer offline for**, and in % for the alert types **Toner**, **Imaging Drum life**, **Fuser**, and **Roller**. There is no threshold for the alert type **SNMP traps**.

5 In the **Select Group Name** drop-down box, select the printer group for the alert.

6 In the **Select Users** field, select the users to receive the alert.

7 In the **Email Addresses** field, type valid E-mail addresses of the unregistered users.

NOTE: E-mail addresses must be separated by semicolons.

8 In the **Subject Line** field, replace the default subject line with an appropriate subject for the E-mail.

NOTE: The **Mail Body** field contains OMPM default content with variables that will be translated to actual values when the E-mail is sent.

9 In the **Append Note to email** field, enter any notes that you want to add to the E-mail.

10 Click **OK**.

Using Trouble-Ticket Alert Templates

OMPM provides an option to choose one or more trouble-ticket templates. The chosen template contains the system e-mail, subject & message body by default.

To configure a Trouble-Ticket Alert template, perform the following steps:

1. In the **Trouble-Ticket Alert Options** section, select an alert template from the **Alert Template** drop-down box.

   NOTE: The selected alert template should ideally match the selected alert type. For example, if the alert type is **Toner**, the alert template that you chose should be related to Toners only, such as **TTA_Toner** and so on. Refer to Mapping Alert Type with Custom Trouble-Ticket Alert Template.

2. In the **System Email** field, enter the system Email address.

   NOTE: The **Subject Line** field and **Mail Body** field contain default content with variables from the **Trouble-Ticket Alert** template. These variables will be translated to actual values when the Email is sent.

3. In the **Append Note to email** field, enter any note that you want to add to the Email.

4. To add an additional alert template, click the button at the right-hand side of the **Alert Template** drop-down box and enter/select the appropriate values for the additional alert template.

   NOTE: To delete a template, click the button at the right-hand side of the **Alert Template** drop-down box of the template that you want to delete.

5. Click **OK**.

NOTE: For further information regarding Alert templates refer to Alert Templates in Frequently Asked Questions.

Creating and Installing a Trouble-Ticket Alert Template

OMPM has a provision to enable you to create and install a Trouble-Ticket Template.

To create and install a Trouble-Ticket Template, perform the following steps:

NOTE: Ensure the presence of CRLF at each of the following instances:

- After variable and content
- Between two variables (a single line gap)

1. Open an editor that supports UTF-8 encoding, such as Notepad.
2. Create a template in the following format:

Parameter	Description
%OMPM_AT_MAP_<PRIMARY ALERT TYPE>%	# Alert map variable. This is optional. Replace the text "<PRIMARY ALERT TYPE>" with the alert type selected. For example, if the alert type selected is Toner, then enter %OMPM_AT_MAP_TONER%. Refer to Mapping Alert Type with Custom Trouble-Ticket Alert Template.
%OMPM_AT_EmailId%	# Enter only one system e-mail address. **NOTE:** E-mail address must not exceed 768 characters.
system@somedomain.com	
%OMPM_AT_EmailSubject%	# Subject should not exceed a line. **NOTE:** E-mail subject must not exceed 768 characters.
Custom template 1 subject	
%OMPM_AT_EmailBody%	# Mail body that will be appended.
Custom template 1 mail body	
@IPAddress=%PrinterIP%	# The parameter with @ is the intended systems variable while the parameter to its right is the OMPM variable.
@Serial=%SerialNumber%	
@ServiceTag=%ServiceTag%	
@Toner=%TonerGroup%	

3. Save the template as a .txt file with UTF-8 encoding at the following location "*<OMPM Install directory>\Dell Printers\ OpenManage\OMPMv2.0\alert_templates*" folder.

NOTE: Only the .txt files will be displayed in the alert template combo box.

NOTE: If OMPM is already running while adding new templates or modifying existing template then refresh the Alerts screen for changes to take effect.

Mail Subject Variables

The following table lists the parameters used in the mail subject and their corresponding variable pair:

Parameter	Variable
Printer Name	%PrinterName%
Printer IP	%PrinterIP%
Printer Location	%PrinterLocation%
Printer Model	%PrinterModel%
Serial Number	%SerialNumber%
Service Tag	%ServiceTag%
Printer Status	%PrinterStatus%
Printer Hostname	%PrinterHostname%
Low On	%LowOn%
Offline Hours	%OfflineHours%
Threshold Level	%ThresholdLevel%

Mail Body Variables

The following table lists the parameters used in the mail body and their corresponding variable pair:

Parameter	Variable
Printer Name	%PrinterName%
Printer IP	%PrinterIP%
Printer Location	%PrinterLocation%
Printer Model	%PrinterModel%
Serial Number	%SerialNumber%
Service Tag	%ServiceTag%

Parameter	Variable
Printer Status	%PrinterStatus%
Printer Hostname	%PrinterHostname%
Low On	%LowOn%
Offline Hours	%OfflineHours%
Threshold Level	%ThresholdLevel%
Cyan Toner Level	%CyanTonerLevel%
Magenta Toner Level	%MagentaTonerLevel%
Yellow Toner Level	%YellowTonerLevel%
Black Toner Level	%BlackTonerLevel%
Cyan Drum Level	%CyanDrumLevel%
Magenta Drum Level	%MagentaDrumLevel%
Yellow Drum Level	%YellowDrumLevel%
Black Drum Level	%BlackDrumLevel%
Roller Level	%RollerLevel%
Fuser Level	%FuserLevel%
Raw Trap Data	%RawTrapData%
Date Time Stamp	%ServerDateTimeStamp%

Parameters Group Variables

The following table lists groups of parameters and their corresponding variable pair:

Variable	Group of Parameters	Output
%Common%.	This variable is used to get common printer details in the mail. **NOTE:** Use this variable only in the mail body.	Name: %PrinterName% IP Address: %PrinterIP% Location: %PrinterLocation% Model: %PrinterModel% Serial Number: %SerialNumber% Service Tag: %ServiceTag%

Variable	Group of Parameters	Output
%TonerGroup%	This variable is used to get CMYK alerts in the same mail. **NOTE:** Use this variable only in the mail body.	Cyan: %CyanTonerLevel% Magenta: %MagentaTonerLevel% Yellow: %YellowTonerLevel% Black: %BlackTonerLevel%
%SpecificTonerString%	This variable is used to generate CMYK toner alerts in different mails. **NOTE:** This variable is mandatory. **NOTE:** Use this variable anywhere in the subject line.	
%SpecificTonerLevel%	This variable is used to generate CMYK toner alerts in different mails. **NOTE:** This variable is optional. **NOTE:** Use this variable in the mail body only if %SpecificTonerString% is available in the subject line.	
%DrumGroup%	This variable is used to get CMYK drum alerts in the same mail. **NOTE:** Use this variable only in the mail body.	Cyan: %CyanDrumLevel% Magenta: %MagentaDrumLevel% Yellow: %YellowDrumLevel% Black: %BlackDrumLevel%
%SpecificDrumString%	This variable is used to generate CMYK drum alerts in different mails. **NOTE:** This variable is mandatory. **NOTE:** Use this variable anywhere in the subject line.	
%SpecificDrumLevel%	This variable is used to generate CMYK drum alerts in different mails. **NOTE:** This variable is optional. **NOTE:** Use this variable in the mail body only if %SpecificDrumString% is available in the subject line.	

NOTE: For further information regarding Alert templates refer to Alert Templates in Frequently Asked Questions.

Mapping Alert Type with Custom Trouble-Ticket Alert Template

When a user chooses an alert type that does not match the custom trouble- ticket alert template, OMPM sends an E-mail without warning the user.

NOTE: The mail content may not have all default content variables replaced with their corresponding data.

An alert map variable is used to alert if there is a mismatch between the alert type and the alert template selected.

Primary Alert Type	Variable
Toner	%OMPM_AT_MAP_TONER%
Offline	%OMPM_AT_MAP_OFFLINE%
Traps	%OMPM_AT_MAP_TRAPS%
Drums	%OMPM_AT_MAP_DRUMS%
Fuser	%OMPM_AT_MAP_FUSER%
Roller	%OMPM_AT_MAP_ROLLER%

NOTE: If the user desires to match a custom alert template with an alert type, the user is required to ensure that the appropriate variable is present on the first line of the alert template.

NOTE: The alert map variable is not mandatory.

NOTE: OMPM pops up a warning message asking the user to confirm this action.

Templates with alert map variable

The following series of activities and events takes place when the user creates an alert template with an alert map variable.

1. User creates a custom template with the alert map variable and places the template in the alert folder.
2. OMPM reads the alert template.
3. User chooses an alert type that does not match with the alert template.
4. OMPM pops up a warning message asking the user to confirm this action.

Templates without alert map variable (applicable to default OMPM alert templates)

The following series of activities and events takes place when the user creates an alert template without an alert map variable.

1. User creates a custom template without an alert map variable and places the template in the alert folder.
2. OMPM reads the alert template.
3. User chooses an alert type that does not match with the alert template.
4. OMPM sends an E-mail without warning the user.

Sample Alert Templates

This section details a few sample alert templates for different parameters.

Sample1: Creating alerts for toner levels

%OMPM_AT_EmailId%# System Email Id

ompm@somedomain.com

%OMPM_AT_EmailSubject%# A subject line to override the default.

Printer Alert - Toner Levels

%OMPM_AT_EmailBody%# Mail body that will be appended.

@category=other

@status=open

@priority=warning

@impact=many people inconvenienced

@asset=%PrinterName%

@custom_1=Printer '%PrinterName%' with IP '%PrinterIP%' is low on Toner.

@custom_2=Other printer details:

@custom_3=Serial number is %SerialNumber%.

@custom_4=Service tag is %ServiceTag%.

@custom_5=Toner levels:

@Cyan=%CyanTonerLevel%
@Magenta=%MagentaTonerLevel%
@Yellow=%YellowTonerLevel%
@Black=%BlackTonerLevel%

Sample 2: Creating alerts for drum levels

%OMPM_AT_EmailId% # System Email Id
ompm@somedomain.com

%OMPM_AT_EmailSubject%# A subject line to override the default.
Printer Alert - Drum Levels

%OMPM_AT_EmailBody%# Mail body that will be appended.
@category=other
@status=open
@priority=warning
@impact=many people inconvenienced
@asset=%PrinterName%
@custom_1=Printer '%PrinterName%' with IP '%PrinterIP%' has low drum levels.
@custom_2=Other printer details:
@custom_3=Serial number is %SerialNumber%.
@custom_4=Service tag is %ServiceTag%.
@custom_5=Drum levels:
@custom_6=%DrumGroup%

Sample 3: Creating alerts for specific toner levels

%OMPM_AT_EmailId% # System Email Id
ompm@somedomain.com

%OMPM_AT_EmailSubject%# A subject line to override the default.

Printer Alert %PrinterIP% %PrinterName% - Out of %SpecificTonerString% Toner

%OMPM_AT_EmailBody%# Mail body that will be appended.
The Printer Alert monitoring application has detected a printer requiring attention
The current toner level is %SpecificTonerLevel%

IP: %PrinterIP%
NAME: %PrinterName%
MODEL: %PrinterModel%
HOSTNAME: %PrinterHostname%
LOCATION: %PrinterLocation%
SERIALNO: %SerialNumber%
ERROR: Out of %SpecificTonerString% Toner.
DETECTED: %ServerDateTimeStamp%

Sample 4: A custom toner template with alert map variable

%OMPM_AT_MAP_TONER%

%OMPM_AT_EmailId% # System Email Id
ompm@somedomain.com

%OMPM_AT_EmailSubject%# A subject line to override the default. Content should not exceed a line.
Toner low for %PrinterName%

%OMPM_AT_EmailBody%# Mail body that will be appended.
Toner level is %BlackTonerLevel% which is below the threshold value of %ThresholdLevel%.

IP: %PrinterIP%
NAME: %PrinterName%

MODEL: %PrinterModel%

HOSTNAME: %PrinterHostname%

LOCATION: %PrinterLocation%

SERIALNO: %SerialNumber%

DETECTED: %ServerDateTimeStamp%

Configuring SMTP/E-mail Settings

SMTP is configured to send E-mail alerts.

To configure SMTP, perform the following steps:

1 In the **Alerts** window, click **SMTP Configuration**.

Figure 13-3. SMTP Configuration Window

2 In the window that appears, click **SMTP Server** field, type the SMTP server address for outgoing E-mail.

3 In the **SMTP Port** field, type the TCP/IP port name on the server used for SMTP E-mail services.

4 In the **Email From Address** field, type the E-mail address of the registered user.

5 If the SMTP server requires authentication, do the following:

- Select the **SMTP Server requires authentication** check box.
- In the **SMTP Server Login** field, type the username for logging in to the SMTP server.
- In the **SMTP Server Password** field, type the password for logging in to the SMTP server.

6 Click **OK**.

Deleting Alerts

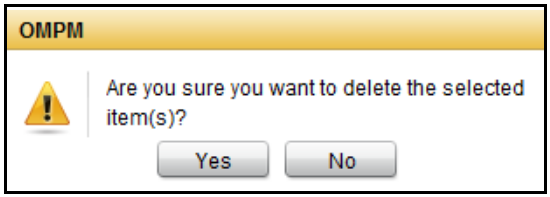
Alerts configured earlier can be deleted.

To delete alerts, perform the following steps:

1 In the **Alerts** window, select the check box of one or more alerts that need to be deleted. The **Delete** button gets enabled.

2 Click **Delete**.

Figure 13-4. Alert Delete



3 In the dialog box that appears, click **Yes.**

E-mail Alerts Format

E-mail alerts about printer-related events are sent to registered users in a particular format. The formats for different types of printer events are as follows:

E-mail Alerts for Printer Consumables

When the quantity of printer consumables goes below a specific level, an E-mail alert is sent to the specified user.

For example,

To: < user E-mail id(s) [OMPM/non-OMPM]>

From: OMPM

Subject: Printer Alert < Toner/Imaging Drum life/Fuser/Roller>

Printer <Printer Name, Printer IP> located at <Printer Location> is low on <Toner/Imaging Drum life/Fuser/Roller>. Please attend to it as soon as possible.

Consumable levels (In percentages):

Toner levels:

Cyan :-

Magenta:-

Yellow :-

Black :X

Imaging Drum levels:

Cyan :-

Magenta:-

Yellow :-

Black :Y

Fuser level:

Fuser :-

Roller level:

Roller :-

Message sent from OpenManage Printer Manager.

Note: "-" will be shown if the value is not available.

E-mail Alerts for Offline Printers

When a printer is offline for a specific number of hours, say one hour, an E-mail alert is sent to the specified user.

For example,

To: < user E-mail id(s) [OMPM/non-OMPM]>

From: OMPM

Subject: Printer Alert - Offline

OpenManage Printer Manager has not been able to contact printer <Printer Name, Printer IP> located at <Printer Location> for <user specified> hours. Please attend to printer <Printer Name, Printer IP> located at <Printer Location> as soon as possible.

Message sent from OpenManage Printer Manager.

E-mail Trap Alert

When an SNMP trap is sent by a printer, an E-mail alert is sent to the specified user.

For example,

To: < user E-mail >

From: OMPM

Subject: OpenManage Printer Manager Alert Trap for printer <Printer Name/IP Address>

OMPM has received the following trap from printer < Printer Name, Printer IP >

< Raw Trap data >

Message sent from OpenManage Printer Manager.

14

Configuration

OpenManage Printer Manager (OMPM) has the ability to copy and configure settings from one printer to other printers of the same model. Configuration is a process of setting up functions and key features of the printers. The **Configuration** feature lets you copy and apply printer settings.

Applying Printer Settings

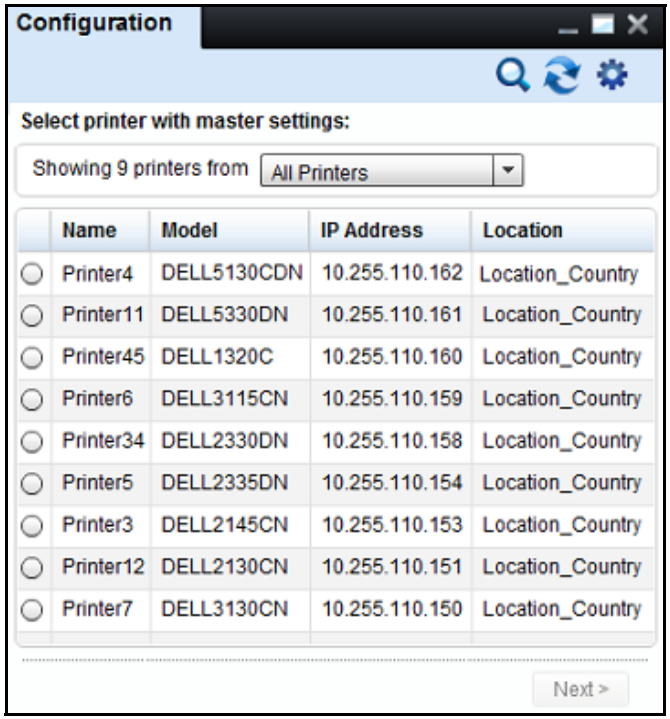
OMPM duplicates the settings of one printer and applies them to other printers of the same model. The printer from which the settings are copied is called the Master printer. While copying the settings, all the fields of the Master printer, except for the following, are copied to the database and then applied to the printers:

- Printer name
- Printer description
- Printer IP
- Printer serial number

To apply settings of one printer to another, perform the following steps:

1 In the navigation panel, click **Manage** → **Configuration**.

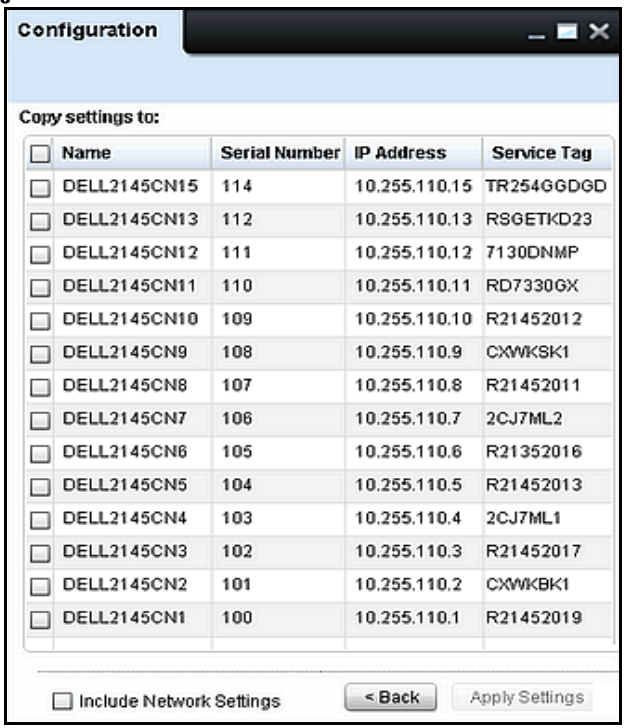
Figure 14-1. Configuration Window



Field	Description
Name	Indicates the name of the printer in the selected group.
Model	Indicates the model of the printer.
IP Address	Indicates the IP address of the printer.
Location	Indicates the location of the printer.

2 In the window that appears, select the master printer, and click **Next>**.

Figure 14-2. Apply Settings Window



Field	Description
Name	Indicates the name of the printer in the selected group.
Serial Number	Indicates the serial number of the printer.
IP Address	Indicates the IP address of the printer.
Service Tag	Indicates the service tag of the printer.

3 In the window that appears, select the printers to which the settings have to be applied.

4 Select **Include Network Settings** check box to copy the network settings and click **Apply Settings**.

15

Schedules

OpenManage Printer Manager (OMPM) provides the details and status of all scheduled tasks. You can schedule tasks to run automatically at a specific time. The **Schedules** feature lets you view, update, and delete the scheduled tasks from the OMPM database.

Updating Scheduled Tasks

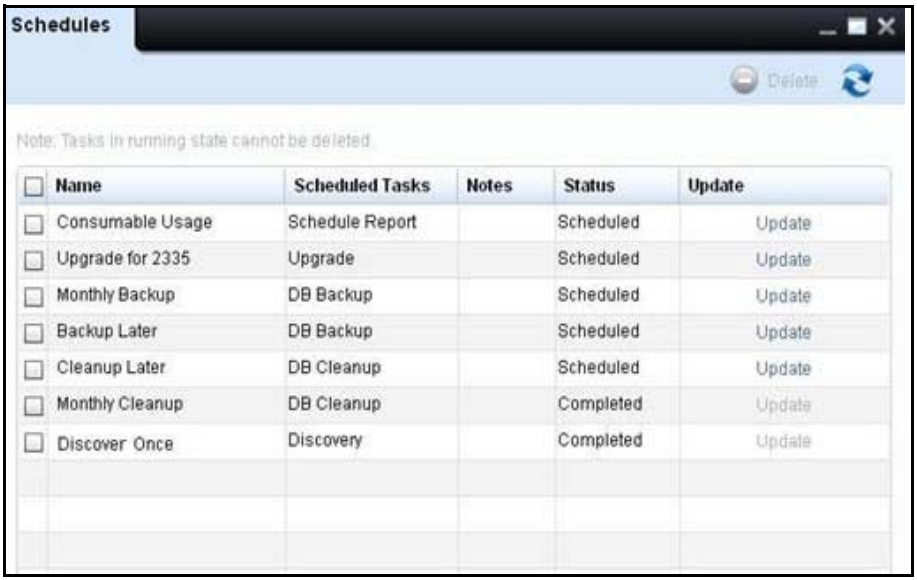
All scheduled tasks of OMPM are stored in the database. You can update the task that you scheduled earlier using the **Schedules** feature.

NOTE: Tasks in **Running** or **Completed** state cannot be updated.

To update a scheduled task, perform the following steps:

1 In the navigation panel, click **Manage** → **Schedules**.

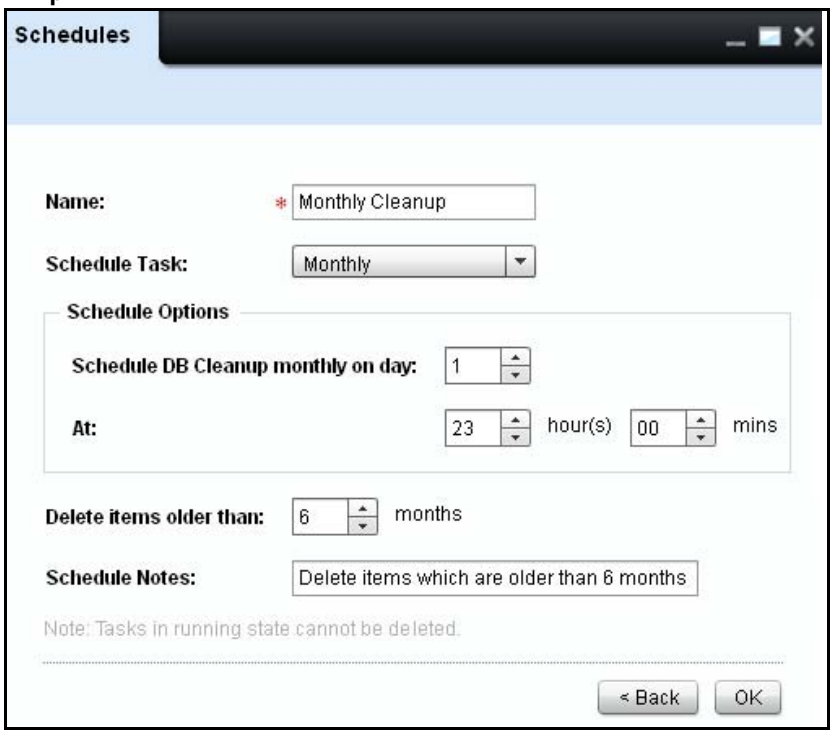
Figure 15-1. Schedules Window



Field	Description
Name	Indicates the name of the schedule.
Scheduled Tasks	Indicates the scheduled tasks.
Notes	Indicates the notes entered by the user.
Status	Indicates the status of scheduled tasks.

2 In the window that appears, click **Update** corresponding to the task that you want to update.

Figure 15-2. Task Update Window



3 Update the required fields, and click **OK**.

Deleting Scheduled Tasks

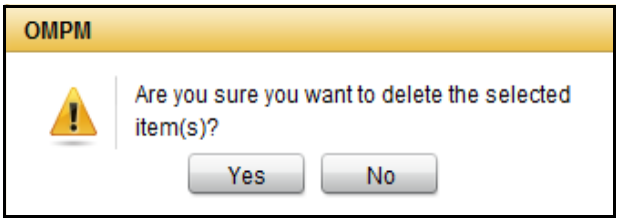
You can remove tasks in **Scheduled** or **Completed** state from the OMPM database.

NOTE: Tasks in **Running** state cannot be deleted.

To delete a scheduled task, perform the following steps:

1 In the **Schedules** window, select the task which you want to delete, and click **Delete**.

Figure 15-3. Delete Scheduled Task



2 In the dialog box that appears, click **Yes**.

16

Logs

OpenManage Printer Manager (OMPM) has logs that track user and application actions. The **Logs** feature displays system logs and audit logs. System logs capture detailed trace information at key points within OMPM. Audit logs contain information about the system and user activity.

NOTE: The OMPM user with administrative privileges has access to all the logs.

Viewing Logs

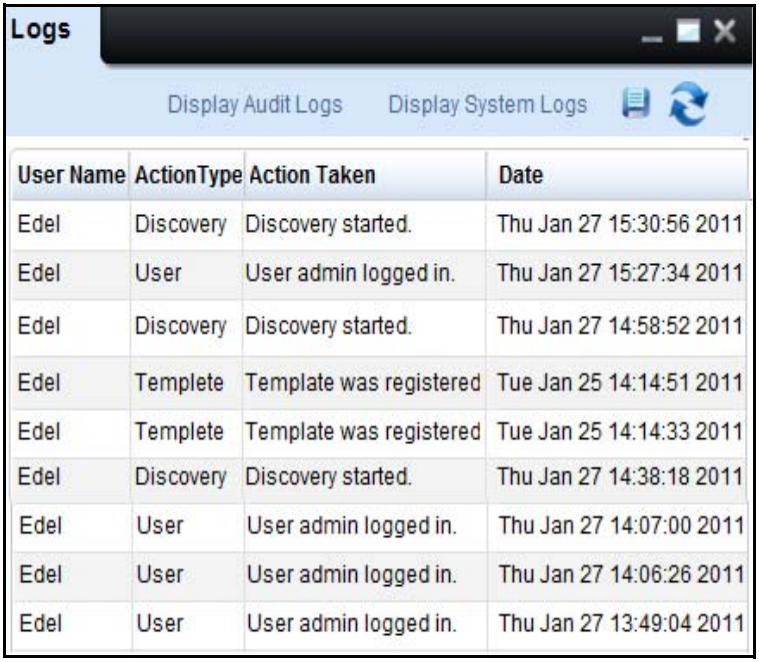
OMPM displays a track of audit logs and system logs. Tracking includes maintaining the data of user actions, status of the actions taken, and all application actions.

To view system logs or audit logs, perform the following steps:

1 In the navigation panel, click **Manage** → **Logs**.

NOTE: The **Logs** window displays audit logs by default.

Figure 16-1. Logs Window

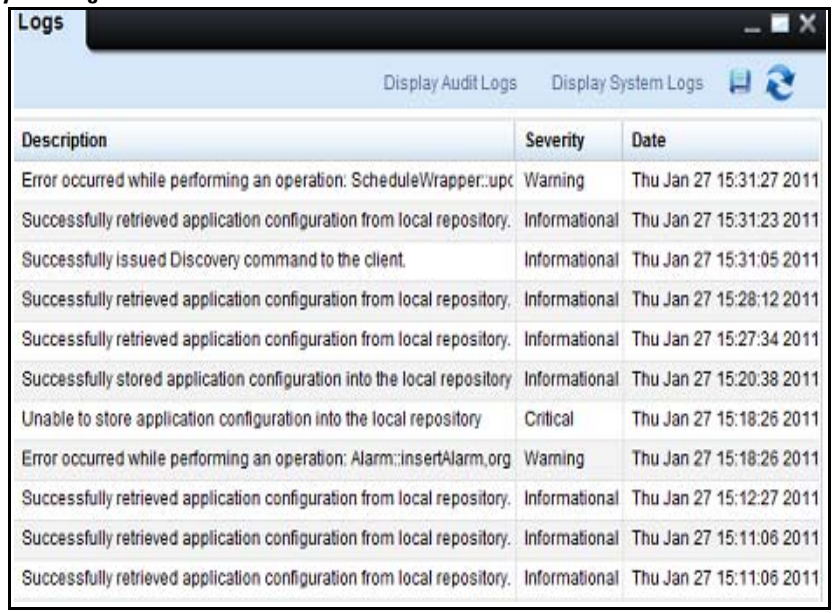


User Name	ActionType	Action Taken	Date
Edel	Discovery	Discovery started.	Thu Jan 27 15:30:56 2011
Edel	User	User admin logged in.	Thu Jan 27 15:27:34 2011
Edel	Discovery	Discovery started.	Thu Jan 27 14:58:52 2011
Edel	Templete	Template was registered	Tue Jan 25 14:14:51 2011
Edel	Templete	Template was registered	Tue Jan 25 14:14:33 2011
Edel	Discovery	Discovery started.	Thu Jan 27 14:38:18 2011
Edel	User	User admin logged in.	Thu Jan 27 14:07:00 2011
Edel	User	User admin logged in.	Thu Jan 27 14:06:26 2011
Edel	User	User admin logged in.	Thu Jan 27 13:49:04 2011

Field	Description
User Name	Indicates the name of the user.
Action Type	Indicates the action type.
Action Taken	Indicates the action taken by the user.
Date	Indicates the date of action.

2 To view the system logs, in the window that appears, click **Display System Logs**.

Figure 16-2. System Logs Window



Field	Description
Description	Indicates OMPM action.
Severity	Indicates the status of the action.
Date	Indicates the date of action.

NOTE: To view audit logs again, click **Display Audit Logs**.

Saving Log Files

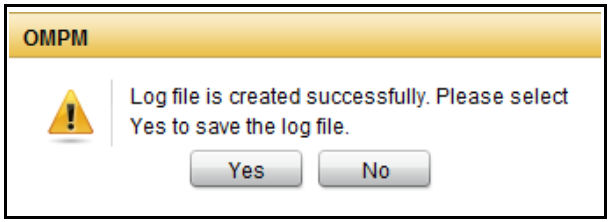
You can save logs in text format.

NOTE: Audit logs and system logs are deleted during database cleanup.

To save a log file, perform the following steps:

1. In the **Logs** window, click image .
2. Select the location where you want to save the log file.

Figure 16-3. Save Log File



3. In the dialog box that appears, click **Yes**.

NOTE: Logs are removed along with DB cleanup operation.

17

User Management

OpenManage Printer Manager (OMPM) authenticates all its users and their roles. The **Users** feature describes the types of users and the method of using OMPM. This feature facilitates adding, updating, and deleting users from the database.

OMPM manages users of two kinds. One set of users that are created from within OMPM and are stored in the OMPM database and another set of users that log in with Active Directory credentials. OMPM allows these users to co-exist in the same system.

User Roles

OMPM maintains two user roles:

- Administrator
- User

Administrator

An administrator can perform various tasks. The table below shows the accessibility of an administrator:

NOTE: An administrator can delete other administrators but cannot delete himself or herself.

Feature	Administrator Role
Group management	View, Add, Delete, and Modify
Discovery management	View and Schedule
Printer inventory management	Add printer into group, Delete printer from group, View and Edit block list
Push printer settings	View and Modify
Reports management	Execute and create custom reports
Alerts management	View, Add, and Remove alerts
Manage application settings	View, Add, and Modify OMPM settings
Template management	Register new templates and Update current templates
Software update tool management	Add or Modify the linking between the model and the update tool
User group management	View, Edit, Search, Add, and Delete the user
Logs	View
Maps	Add, Edit, and Delete maps
Plugin management	Add and Delete plugins

User

A user can perform only limited tasks. The table below shows the accessibility of a user:

Feature	User Role
Group management	View only
Discovery management	No access
Printer inventory management	View only
Push printer settings	Printer Password and SNMP community names will not be visible to the user
Reports management	Execute and create custom reports
Alerts management	No access
Manage application settings	Only view application settings
Template management	No access
Software update tool management	No access
User group management	No access
Logs	No access
Maps	View only
Plugin management	View only

Configuring Active Directory (AD) Authentication From OMPM

If you have not set up the Active Directory (AD) during installation, then you can configure it from within OMPM. The ADS Configuration option in the Users window is enabled if you are a user with admin privileges.

To configure AD, perform the following steps:

1 In the Users window, click **ADS Configuration.**

Figure 17-1. Users Window

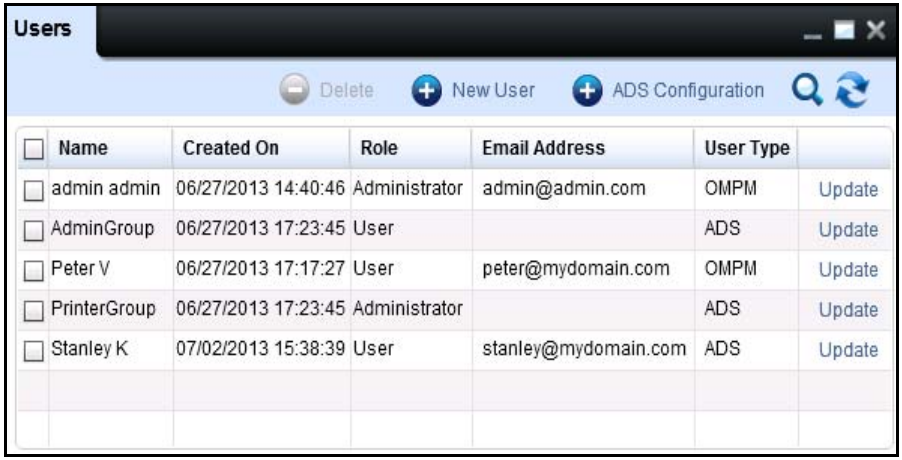
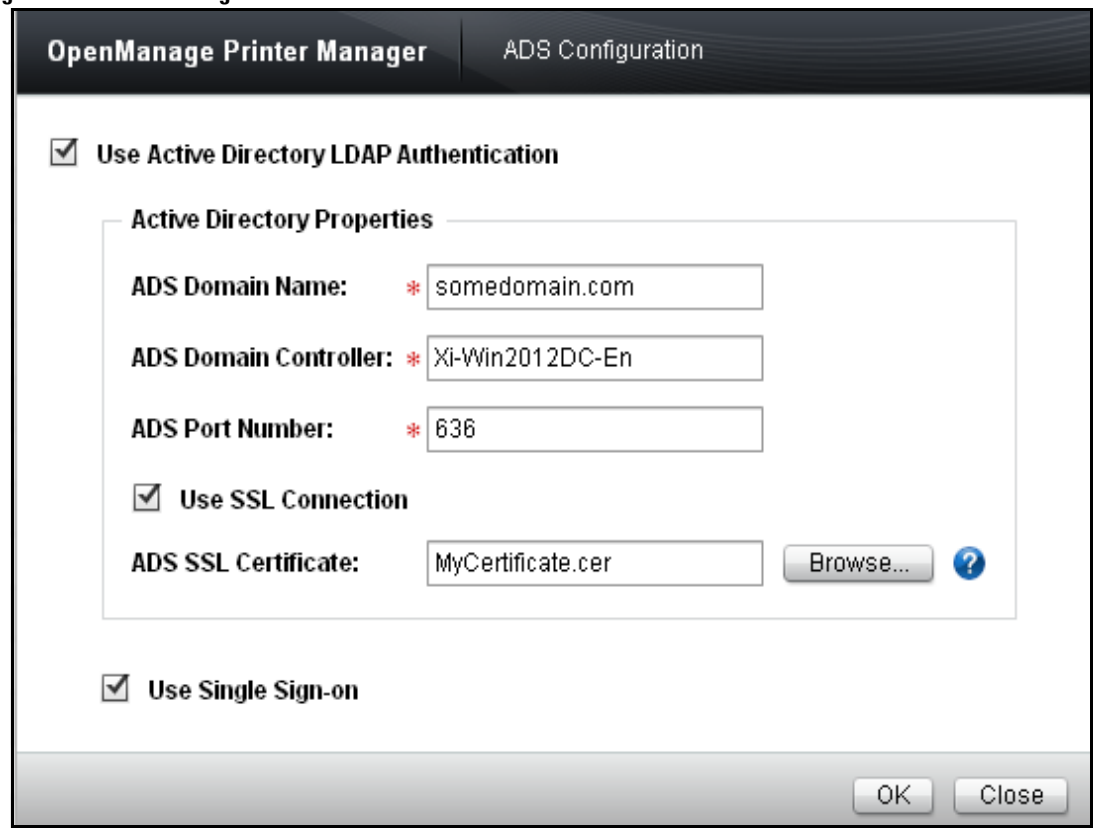


Figure 17-2. ADS Configuration Window



2 Type the ADS Domain Name.

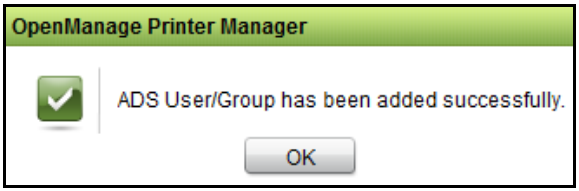
3 Type the ADS Domain Controller.

4 Type ADS Port Number.

5 Click OK.

If the connection status is successful, a message **'ADS Configuration Success'** is displayed; otherwise a message **'Unable to connect to ADS Domain Controller. Please check the configuration details'** is displayed.

Figure 17-3. ADS Configuration



NOTE: For more details about Active Directory (AD) authentication setup, see Setting up Active Directory (AD) Authentication.

Enabling / Disabling Single Sign-on (SSO) Settings

The check box 'Use Single Sign-on' is visible and will appear selected only if you have configured SSO during installation. If you disable SSO, users will not be able to see the check box 'Use Windows login Credentials' at the login page and therefore will be unable to access OMPM using SSO. Re-enabling it will use the settings previously configured.

NOTE: Disabling Active Directory LDAP Authentication will automatically disable SSO settings.

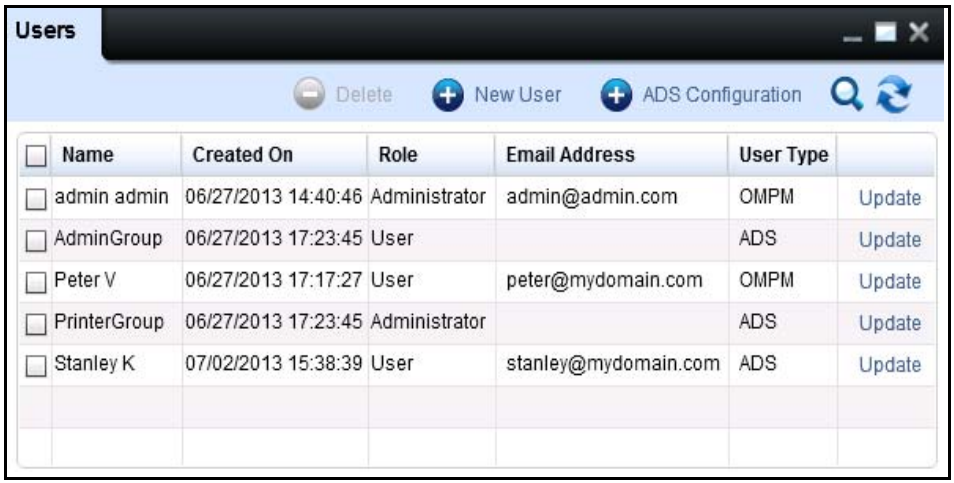
Managing Users in OMPM

You can have OMPM users and AD users that co-exist in the same system.

To manage the users, perform the following steps:

In the navigation panel, click **Application Settings->Users**.

Figure 17-4. Users Window



NOTE: E-mail address is not associated with a AD group.

The data grid displays the following columns:

Field	Description
Name	Displays the name of the OMPM user or AD user or the AD group.
Created On	Displays the date/time when the user (AD/OMPM) or AD Group is added to OMPM.
Role	Displays the role of the user.
E-mail Address	Displays the e-mail address of the user.
User Type	Displays the type of user - OMPM user or AD user.

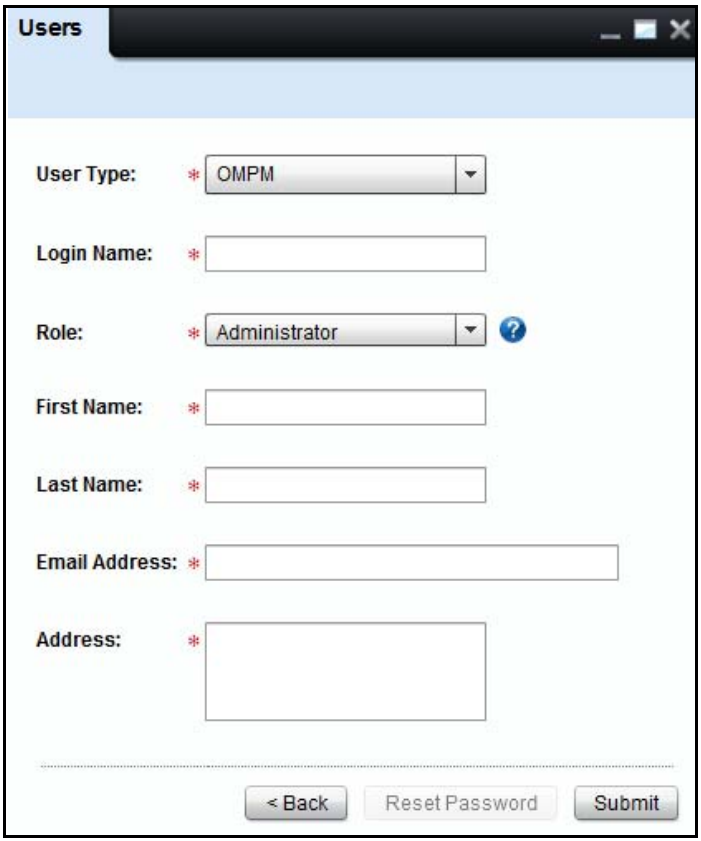
Adding a User

Adding an OMPM User

To add a OMPM user, perform the following steps:

1. In the navigation panel, click **Application Settings** → **Users**.
2. In the window that appears, click **New User**.

Figure 17-5. Add User Window



3. In the window that appears, type **Login Name, First Name, Last Name, Mail Address**, and **Address**.
4. From the **Role** drop-down list, select the role.

5 Click **Submit**.

Adding AD User/Group to OMPM

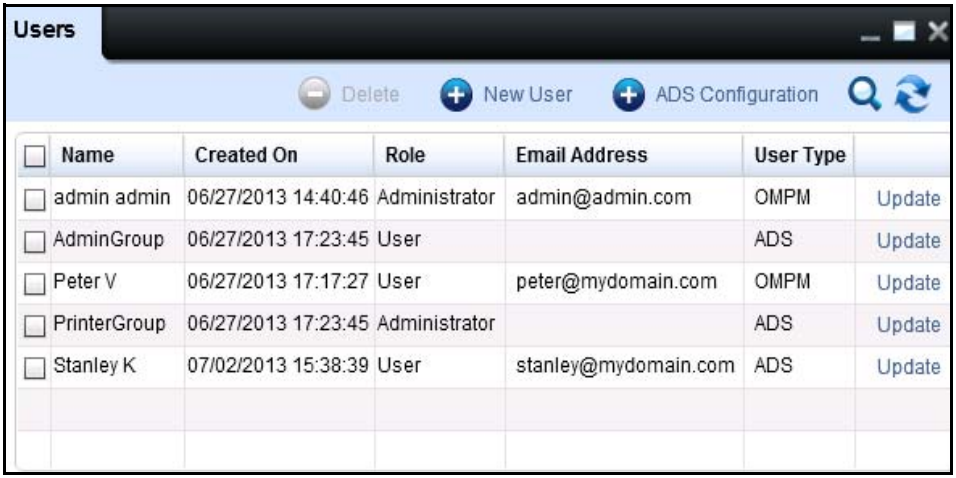
An AD user can log in to OMPM only if the user is already added into the OMPM or if one of the groups/users belong to is previously added into OMPM.

You can add AD users only if you have successfully configured the AD authentication.

To add a user, perform the following steps:

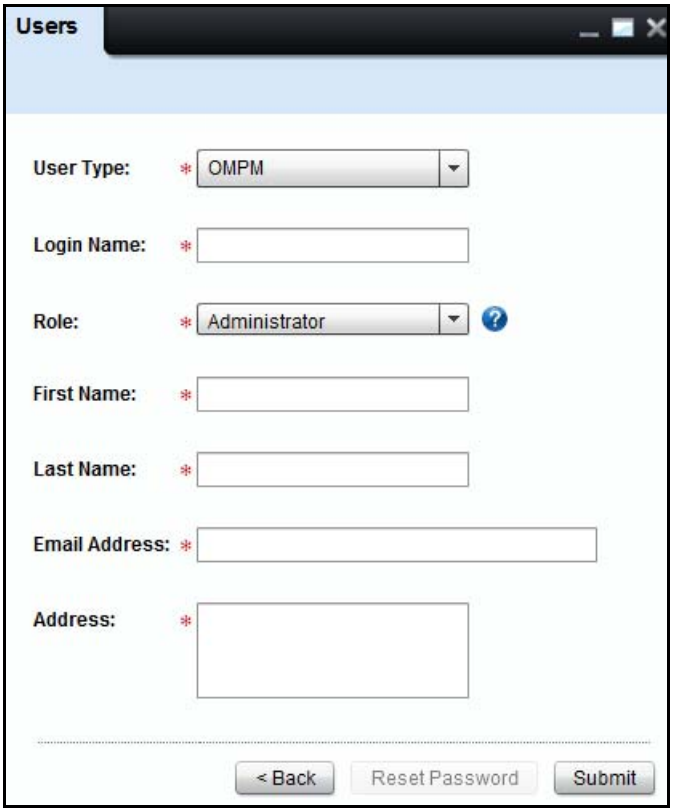
1 In the navigation panel, click **Application Settings->Users**.

Figure 17-6. Users Window



2 In the window that appears, click **New User**.

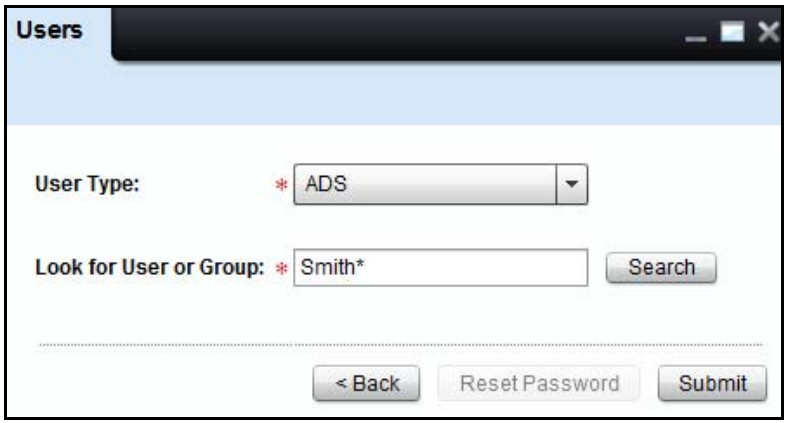
Figure 17-7. Users Window



NOTE: If AD authentication is not configured, ADS will not be listed in User Type.

3 In the **User Type** drop-down list, select **ADS**.

Figure 17-8. Users Window



4 In the **Look for User or Group** text box, type a search string.

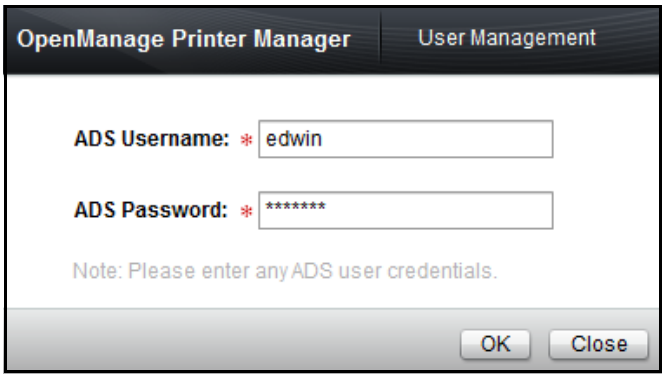
NOTE: You can search for a user or group name in 'Look for a User or Group' search component. Search string can contain an '*' (asterisk) wildcard character with at least two characters suffixed or prefixed to it.

NOTE: The search button gets enabled when the user enters at least two characters in the Look for User or Group text box.

5 Click **Search**.

The AD authentication window appears.

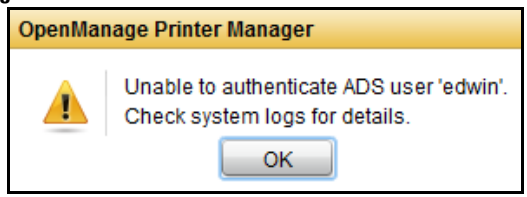
Figure 17-9. ADS Authentication Window



NOTE: Note: If the logged-in user is an OMPM user, the authentication dialog box prompts the user to type the username and password. On the other hand, if the logged-in user is an AD user, the dialog box prompts the user to enter the password for the corresponding username.

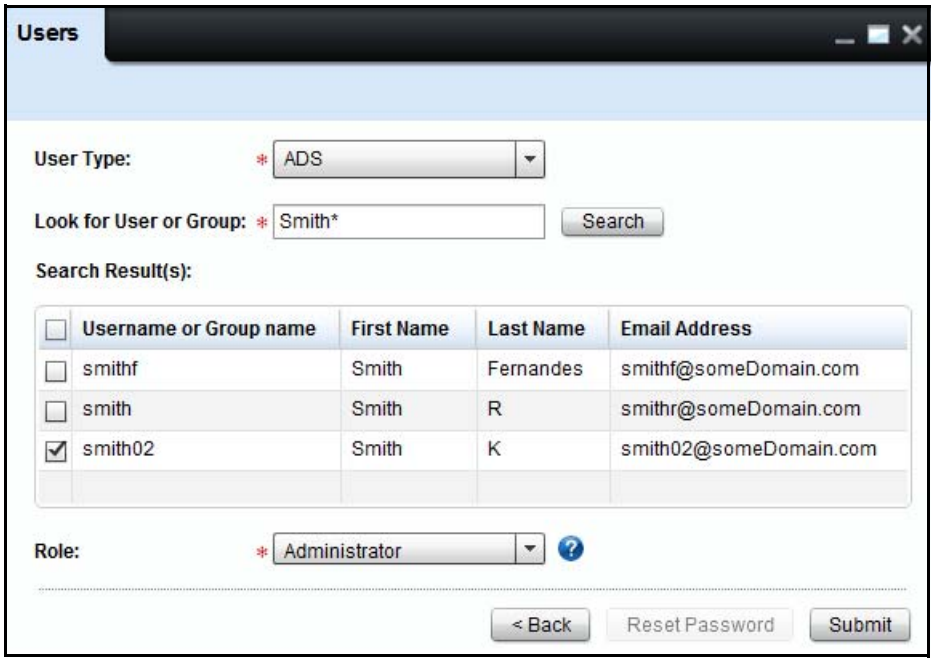
- If the AD user credentials authentication is not successful, the following message appears: 'Unable to authenticate AD user '<username>'. Check system logs for details."

Figure 17-10. Warning Message



- On successful authentication, all matched results are displayed on the data grid.

Figure 17-11. Users Window



The data grid displays the following columns:

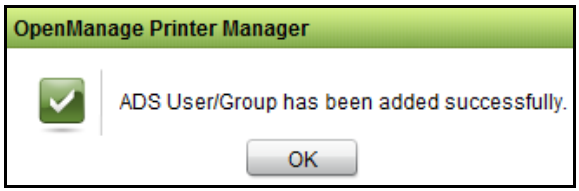
Field	Description
Username or Group name	Displays the name of the AD user or the AD group.
First Name	Displays the first name of user.
Last Name	Displays the last name of user.
E-mail Address	Displays the e-mail address of the user.

6 Select the check box corresponding to the user/group who needs to be added to OMPM.

7 In the **Role** drop-down list, select the role.

8 Click **Submit**.

Figure 17-12. Message Window



Updating a User

Updating an OMPM User

To update an existing user, perform the following steps:

1 In the **Users** window, select the user that you want to update, and then click **Update**.

Figure 17-13. Updating a User

2 In the window that appears, update the required fields.

3 Click **Submit**.

NOTE: The default password for the new user is **welcome**. The first time login requires the change of password using a dialog box before the license screen.

NOTE: By clicking the **Reset Password** button you can reset the password to default. To change the default password, re-login to OMPM.

NOTE: To reset password to default, traverse to the folder <**OMPM Install directory**>**Dell Printers\OpenManage\OMPMv2.0\server** and double click the **PasswordReset.jar** file.

Updating AD Users in OMPM

The AD user/group can be updated through the Users window. Updating an AD user in OMPM does not affect the AD server. Only the role of the AD user/group can be updated.

To update a user, perform the following steps:

1 In the **Users** window, click **Update** link corresponding to the AD user or group column on the data grid.

Figure 17-14. Users Management Window

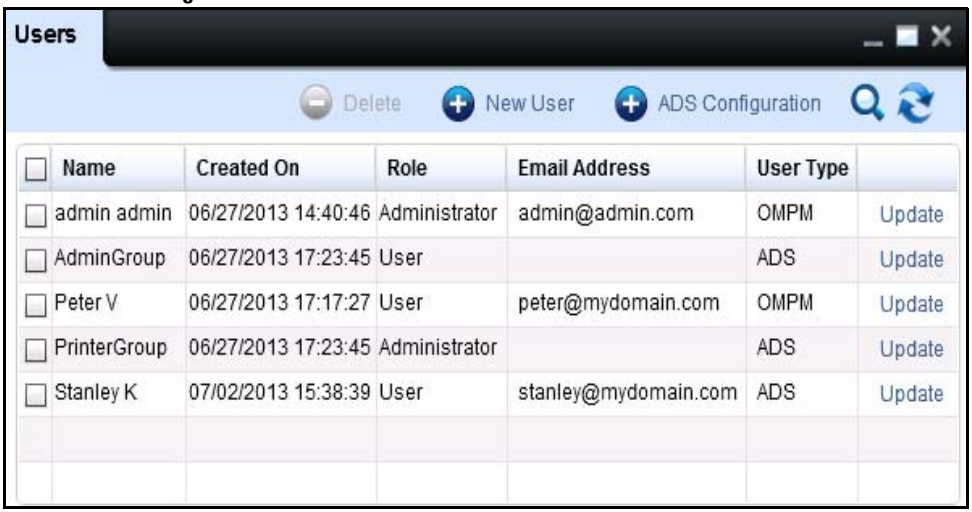
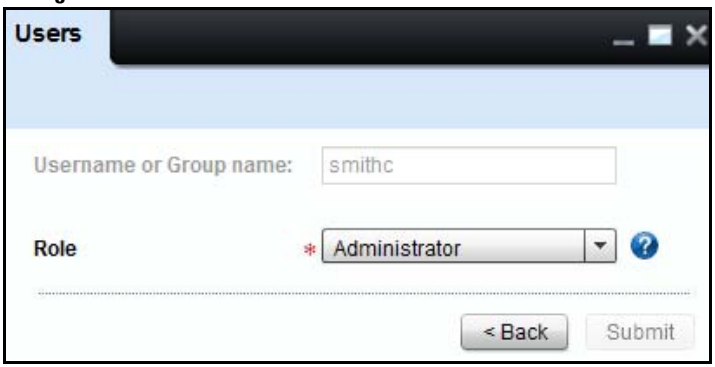


Figure 17-15. Users Management Window



2 In the **Role** drop-down list, select the role for the user/group.

3 Click **Submit**.

The role of the AD user/group is updated.

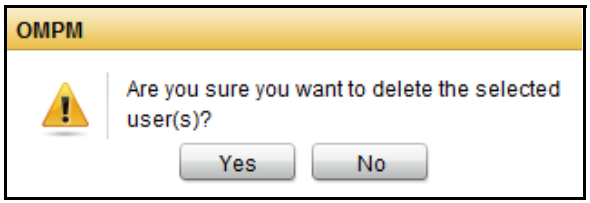
The Users window shows the updated user/ group with their respective role.

Deleting a User

To delete a user, perform the following steps:

1 In the **Users** window, select the user that you want to delete, and click **Delete**.

Figure 17-16. Delete User



2 In the dialog box that appears, click **Yes**.

The selected user/ group are deleted from the OMPM DB.

NOTE: Deleting a user from the OMPM does not affect the AD server.

18

Database Cleanup

OpenManage Printer Manager (OMPM) maintains a daily history of data for a maximum of last two years. Database (DB) cleanup is the process of deleting the unused information from the database. The **DB Cleanup** feature allows you to remove unwanted data from the OMPM database and improves the performance of OMPM.

Roll-Up Operation

Roll-up operation is the process of summarizing and deleting the detailed data from the database. A roll-up operation runs daily to summarize the minute and hour-wise data to day level data, after which the hourly data is deleted. Similarly, all the daily data is summarized to monthly data, but the daily data is not deleted from the database. During database cleanup, audit and system logs are cleaned up together, but summaries are not maintained. OMPM, by default, maintains daily information for one year and monthly information permanently, till you delete it.

Scheduling DB Cleanup

Using the **DB Cleanup** feature, you can schedule cleanups. Cleaning up the database reduces the number of records in the database, making the queries to the printer database faster. Database cleanup can be scheduled at three different times, as follows:

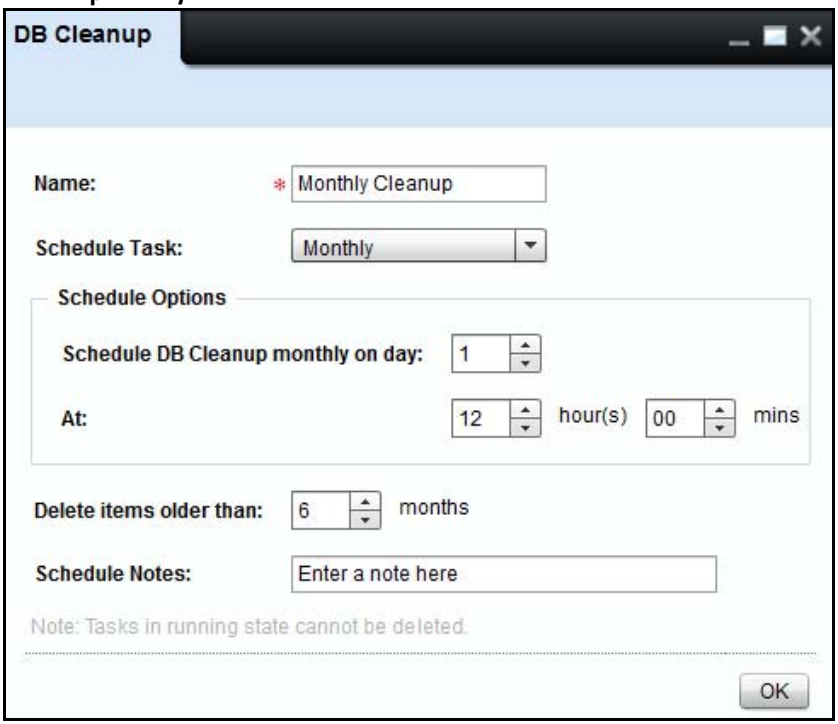
- Monthly
- Once
  - Now
  - Later

Scheduling DB Cleanup Monthly

To schedule a database cleanup monthly, perform the following steps:

1 In the navigation panel, click **Application Settings → DB Cleanup**.

Figure 18-1. DB Cleanup Monthly



2 In the window that appears, type the name.

3 Click the **Schedule Task** drop-down box and select **Monthly**.

4 In the **Schedule Options** section, **Schedule DB Cleanup monthly on day** box, select the required day.

5 In the **Schedule Options** section, from the **At** field, select the schedule time in hours (hrs) and minutes (mins).

6 To delete the data older than a particular month, click **Delete items older than** box and select the required month.

7 In the **Schedule Notes** field, type the notes for database cleanup.

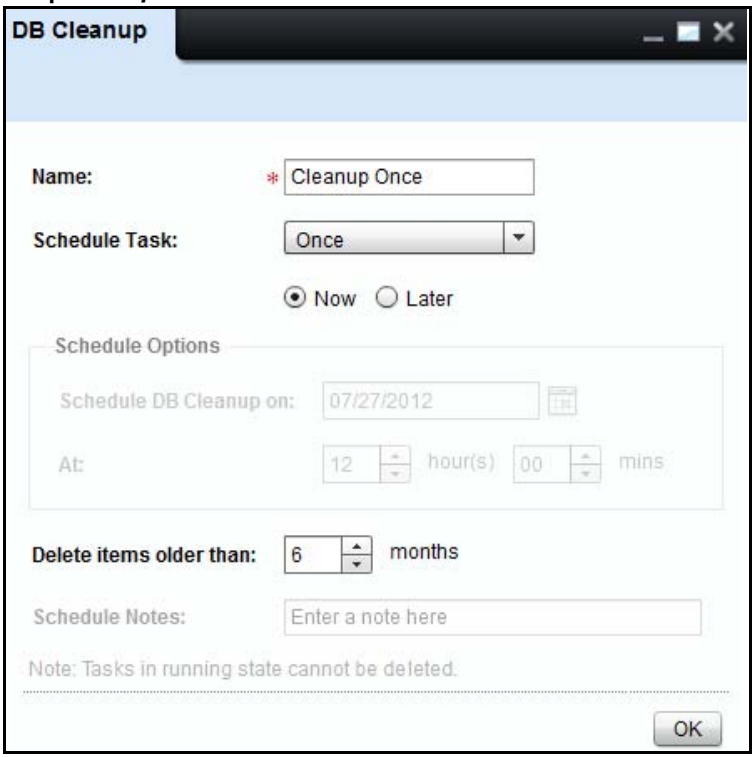
8 Click **OK**.

Scheduling DB Cleanup Instantly

To schedule a database cleanup instantly, perform the following steps:

1 In the navigation panel, click **Application Settings → DB Cleanup**.

Figure 18-2. DB Cleanup Instantly



2 In the window that appears, type the name.

3 Click the **Schedule Task** drop-down box and select **Once**. Two options appear right under the **Schedule Task** drop-down box.

4 Select the radio-button against **Now**.

5 To delete the data older than a particular month, click **Delete items older than** box and select the required month.

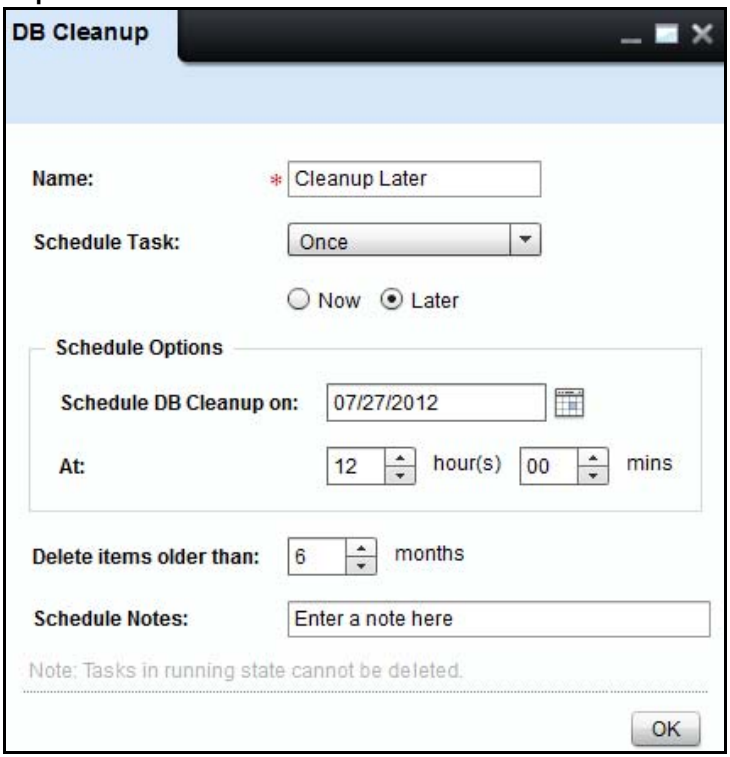
6 Click **OK**.

Scheduling DB Cleanup Once at a Later Time

To schedule a database cleanup once on a specific day and time, perform the following steps:

1 In the navigation panel, click **Application Settings → DB Cleanup**.

Figure 18-3. DB Cleanup Once at a Later Time



2 In the window that appears, type the name.

3 Click the **Schedule Task** drop-down box and select **Once**. Two options appear right under the **Schedule Task** drop-down box.

4 Select the radio-button against **Later**.

5 In the **Schedule Options** section, from the **Schedule DB Cleanup on** box, select the schedule date.

6 In the **Schedule Options** section, from the **At** field, select the schedule time in hours (hrs) and minutes (mins).

7 To delete the data older than a particular month, click **Delete items older than** box and select the required month.

8 In the **Schedule Notes** field, type the notes for database cleanup.

9 Click **OK**.

19

Database Backup

OpenManage Printer Manager (OMPM) provides backup of the database.

Using the DB Backup feature, you can save the backup of the database. The backup of the DB is available under under **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server\<jboss-dir>\rdmfconfig\backup** folder.

Database backup engine will create separate directory under **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server\<jboss-dir>\rdmfconfig\backup\devicemanagement_<Timestamp>** folder.

NOTE: Each folder inside the **backup** folder is named as **devicemanagement_<Timestamp>**.

NOTE: The **Server.backup**, **ClientDB** and **StaticClientDB** files and the **LocationMaps**, **Plugins** and **AlertTemplates** folders are stored inside the **devicemanagement_<Timestamp>** folder.

Scheduling DB Backup Settings

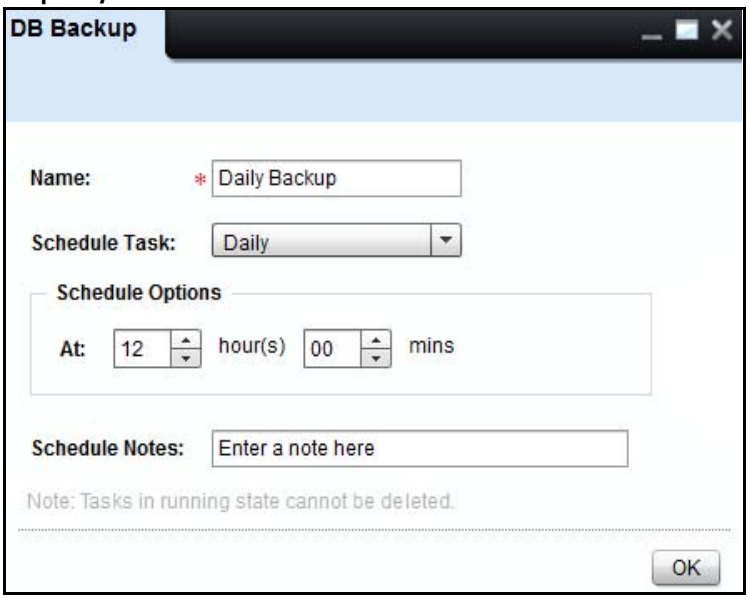
You can schedule database backup settings for a specified backup profile. By scheduling database backup you can save the backup of the database automatically to OMPM.

Scheduling Daily DB Backup Settings

To schedule settings every day, perform the following steps:

1 In the navigation panel, click **Application Settings** → **DB Backup**.

Figure 19-1. DB Backup Daily



2 In the window that appears, type the name.

3 Click **Schedule Task** drop-down box and select **Daily**.

4 In the **Schedule Options** section, from the **At** field, select the schedule time in hours (hrs) and minutes (mins).

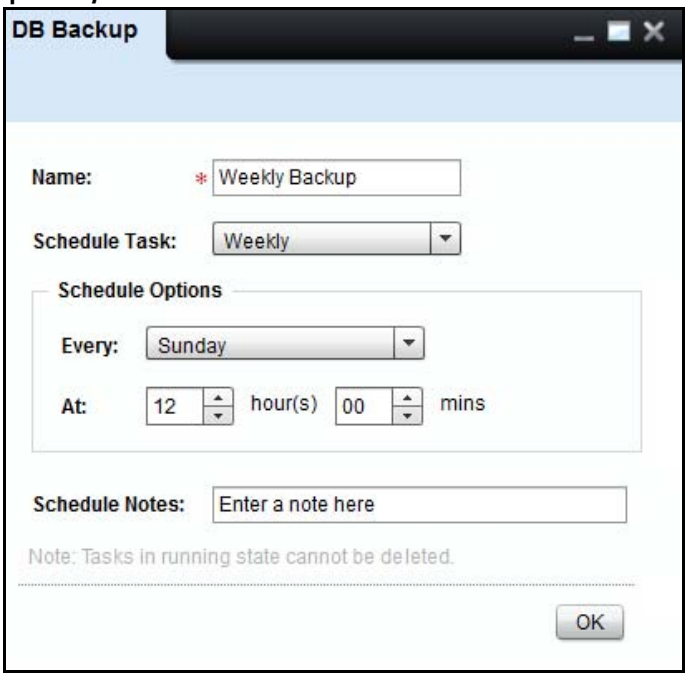
5 In the **Schedule Notes** field, type the notes for database backup.

6 Click **OK**.

Scheduling Weekly DB Backup Settings

To schedule settings on a weekly basis, perform the following steps:

Figure 19-2. DB Backup Weekly

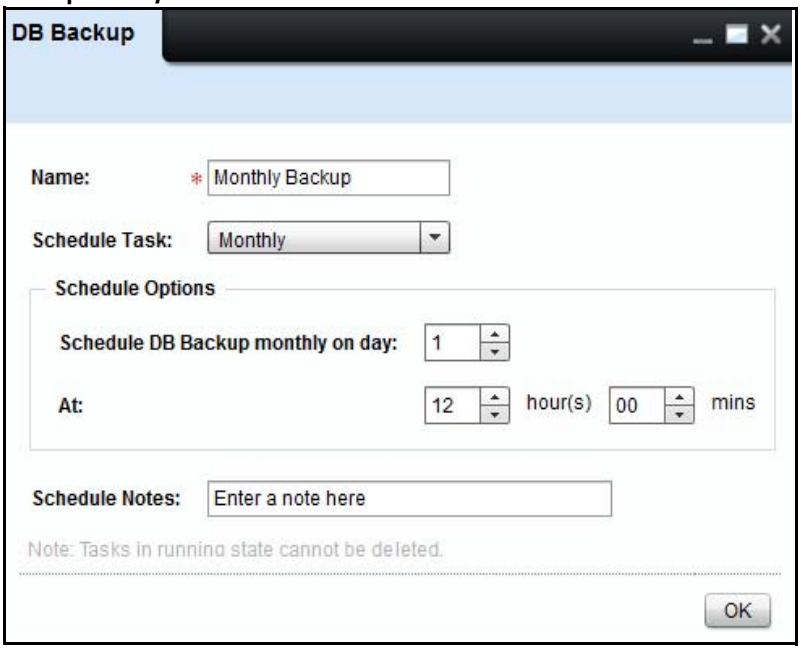


1. In the navigation panel, click **Application Settings** → **DB Backup**.
2. In the window that appears, type the name.
3. Click the **Schedule Task** drop-down box and select **Weekly**.
4. In the **Schedule Options** section, click the **Every** drop-down box and select the required day of the week.
5. In the **Schedule Options** section, from the **At** field, select the schedule time in hours (hrs) and minutes (mins).
6. In the **Schedule Notes** field, type the notes for database backup.
7. Click **OK**.

Scheduling Monthly DB Backup Settings

To schedule settings on monthly basis, perform the following steps:

Figure 19-3. DB Backup Monthly



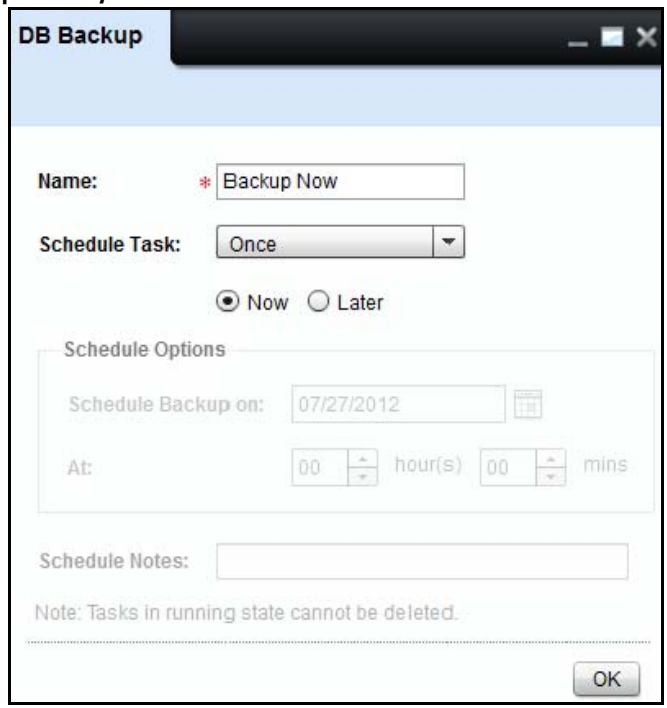
1. In the navigation panel, click **Application Settings** → **DB Backup**.
2. In the window that appears, type the name.
3. From the **Schedule Task** drop-down box, select **Monthly**.
4. In the **Schedule Options** section, from the **Schedule DB Backup monthly on day** box, select the required day.
5. In the **Schedule Options** section, from the **At** field, select the schedule time in hours (hrs) and minutes (mins).
6. In the **Schedule Notes** field, type the notes for database backup.
7. Click **OK**.

Scheduling DB Backup Settings Instantly

To schedule backup instantly, perform the following steps:

1 In the navigation panel, click **Application Settings → DB Backup**.

Figure 19-4. DB Backup Instantly



2 In the window that appears, type the name.

3 Click the **Schedule Task** drop-down box and select **Once**. Two options appear right under the **Schedule Task** drop-down box.

4 Select the radio-button against **Now**.

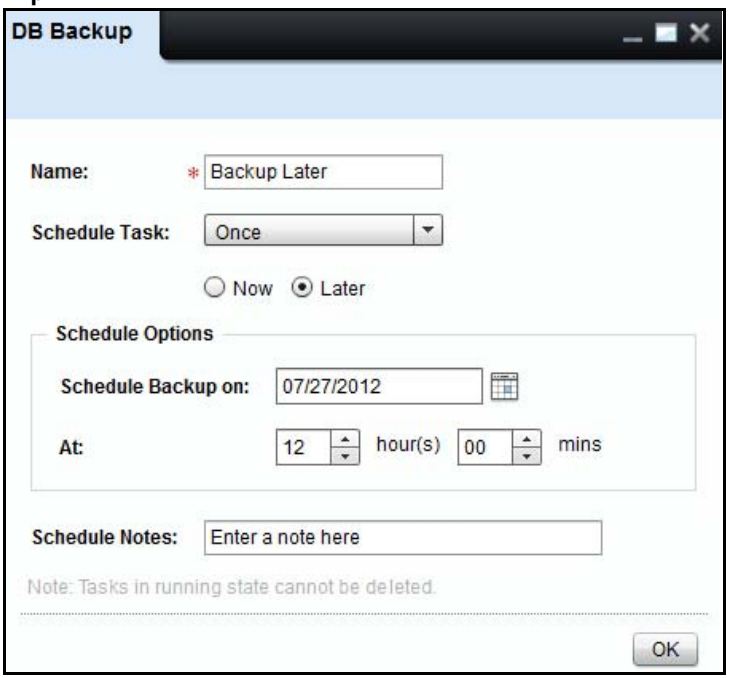
5 Click **OK**.

Scheduling DB Backup Settings Once at a Later Time

To schedule backup instantly, perform the following steps:

1 In the navigation panel, click **Application Settings** → **DB Backup**.

Figure 19-5. DB Backup Once at a Later Time



2 In the window that appears, type the name.

3 Click the **Schedule Task** drop-down box and select **Once**. Two options appear right under the **Schedule Task** drop-down box.

4 Select the radio-button against **Later**.

5 In the **Schedule Options** section, from the **Schedule Backup on** box, select the required day.

6 In the **Schedule Options** section, from the **At** field, select the schedule time in hours (hrs) and minutes (mins).

7 In the **Schedule Notes** field, type the notes for database backup.

8 Click **OK**.

Restoring DB Backup

To restore the DB Backup data, perform the following steps:

1. Close all the OMPM UI windows.
2. Place the OMPM backup folder on local machine.

   NOTE: By default OMPM places the back up files under **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server\<jboss-dir>\rdmfconfig\backup\devicemanagement_ <Timestamp>** folder.
3. Open a command prompt and change the directory to **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**.
4. Run the batch with the syntax: Restore.bat **<backup folder path>**.

   Example: Restore.bat **"C:\Program Files\Dell Printers\OpenManage\OMPMv2.0\server\<jboss-dir>\rdmfconfig\backup\devicemanagement_02-03-2011 14-02"**

NOTE: The restore scripts stops and starts the OMPM services and takes few minutes to execute.

NOTE: DB backup also takes a backup of alert configurations, schedules, templates and plugins, which can be restored to another OMPM installation. Any existing alert configuration, schedules, templates and plugins on that machine will be overwritten with the backed up data.

20

Manage Plugins

The Plugins feature lets you add additional features and abilities to the OMPM. Using the Plugins feature you can add plugins to and delete plugins from OpenManage Printer Manager (OMPM).

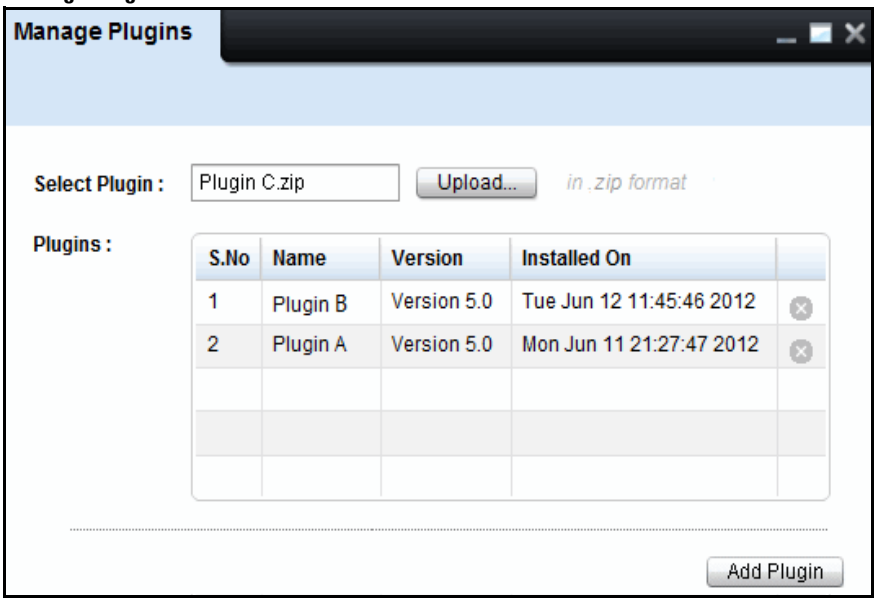
NOTE: Only OMPM user with administrative privileges has the access to add and delete plugins.

Adding a Plugin

To add a plugin, perform the following steps:

1 In the navigation panel, click **Home** → **ApplicationSettings** → **Manage Plugins**.

Figure 20-1. Manage Plugins



2 In the window that appears, click **Upload..** at the **Select Plugin** field to browse and upload a plugin with a '.zip' extension. On uploading the plugin, the plugin name appears in the **Select Plugin** field.

NOTE: The '.zip' file must not be password protected or encrypted.

3 Click **Add Plugin** to add the selected plugin to the OMPM. The plugin details including the name, version, and installation date are displayed in the **Plugins** list.

Deleting a Plugin

To delete a plugin, perform the following steps:

1. In the navigation panel, click **Home** → **ApplicationSettings** → **Manage Plugins**.
2. In the window that appears, identify the plugin that you want to delete, from the **Plugins** list.
3. Click the icon corresponding to the plugin to be deleted. The plugin details will be removed from OMPM.

NOTE: For further information regarding managing plugins refer to Manage Plugins in Frequently Asked Questions.

21

Troubleshooting

An error code is a response to a problematic event in the application. The error codes provide information about an error that has occurred in the application. Depending on the severity of an event and its impact on the application, the error codes are classified as Critical and Warning.

This section lists the error codes generated in OpenManage Printer Manager (OMPM) along with the severity level.

NOTE: When you open the OMPM URL in the browser, OMPM Login screen does not appear. Instead the browser asks you to download flash component. Download the latest browser flash plugin from the Adobe site.

NOTE: All printers are not discovered during the discovery process. This is due to delay in printer response or network latency which causes timeout in OMPM. The timeout value during discovery is set to a higher value by increasing the value of following registry key DiscTimeoutInSecs under HKEY_LOCAL_MACHINE\SOFTWARE\Dell\OMPMv2\Config. By default, this value is set to 10 seconds. Note that discovery process may slow down if this value is increased as OMPM has to wait longer for response after sending a request.

NOTE: If you do not see the published changes on OMPM user interface after upgrading OMPM to a new version, clear the browser cache and access the OMPM URL again.

NOTE: If you get the error message "Unable to connect with the server. Please try again after some time", then flush the browser cache. If you are using IE browser, then apply the following settings:

a Select **Tools** → **Internet Options**.

b In the Browsing History section of the **Internet Options** window that appears, click **Settings**.

c In the Check for newer versions of stored pages section of the **Temporary Internet Files and History Settings** window that appears, select 'Every Time I visit the webpage' and click **OK**.

d Restart the browser and then launch OMPM.

If you are using any other OMPM supported browser, ensure that you make similar changes to the browser settings.

NOTE: When you access OMPM via IE on a Windows 2012 R2 operating system and if you are unable to log in to OMPM, you must then add the OMPM website in the 'Compatibility View Settings' option found in IE 'Tools'. You may have to add this setting every time you restart your system.

List of Error Codes

Error Code	Error Message	Severity	Solution
1001	Unable to start the server.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.
1002	Unable to start the client.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.
1003	OMPM client is unable to connect to the server.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.
1004	Server is unable to connect to the database.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.
1005	No messages from client in last 30 minutes.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.

Error Code	Error Message	Severity	Solution
1006	Unable to connect with the server. Please try again after sometime.	Critical	On the browser, bypass proxy for the OMPM server. You can bypass the proxy server by entering the IP address of the OMPM server in the proxy exception box provided by the browser. Access the portal and verify if the issue is fixed. If the problem persists, stop and start OMPM service and retry accessing the portal after 2-3 minutes.
1007	Client is unable to connect to the database.	Critical	Check for Client DB and **libsqlite3-0.dll** in **<OMPM Install directory> \Dell Printers\OpenManage\ OMPMv2.0\client** folder. Reinstall the OMPM software if these files are unavailable.
1008	Client is unable to retrieve information from printer template in local repository.	Critical	Register the template for the printer using template widget. Refer Registering New Templates.
1009	Unable to retrieve printer information from local repository.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory> \Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.
1010	Unable to retrieve application configuration from local repository.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory> \Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.
1011	Unable to store printer information into the local repository.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory> \Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.

Error Code	Error Message	Severity	Solution
1012	Unable to store application configuration into the local repository.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.
1013	Unable to issue command to the client.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.
2001	Unable to connect to printer <IP> using SNMP (during discovery) with SNMP version <X>.	Warning	Check for SNMP version of printer using printer Embedded Web Server and confirm the version number. Ensure the read community name of the printer is public. Set SNMP port as 161.
2002	Status polling could not start for <IP> printer. Printer is offline or down.	Warning	Check for SNMP version of printer using printer Embedded Web Server and confirm the version number. Ensure the read community name of the printer is public. Set SNMP port as 161.
2003	Unable to retrieve parameter <X> using SNMP from printer <IP>.	Warning	Check for SNMP version of printer using printer Embedded Web Server and confirm the version number. Ensure the read community name of the printer is public. Set SNMP port as 161.
2004	Unable to retrieve web page <URL> from printer <IP>.	Warning	Check if the same page can be accessed on browser. If able to view the page then restart the printer and OMPM service.
2005	Unable to retrieve parameter <Y> using web request from printer <IP>.	Warning	Verify if the user name and password of printer Embedded Web Server are set correctly in **Connections** widget.
2006	Unable to set value of <X> on parameter <X> using SNMP on printer <IP>.	Warning	Check for SNMP Write access on printer. Check if SNMP port is enabled and set to 161. Ensure SNMP write community is same as set in **Connections** widget of OMPM.

Error Code	Error Message	Severity	Solution
2007	Unable to set value of <X> on parameter <X> using web request on printer <IP>.	Warning	Verify if the user name and password of printer Embedded Web Server are set correctly in **Connections** widget.
2008	Error occurred while loading the widget.	Warning	Refresh the widget. If problem persists, stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.
1014	Unable to login from another (remote) machine. This is due to the port 8080 not exposed from OMPM hosting machine.	Critical	On the machine where OMPM is installed, disable the firewall or open port 8080 for access from other machines. Ensure the name of the machine is unique in the local network.
3001	Please select a time in the future.	Informational	Modify the schedule time so that it falls in future.
2009	Could not update settings.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.
2010	Could not retrieve printer information from local repository.	Warning	Refresh the widget. If problem persists, stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.

Error Code	Error Message	Severity	Solution
2011	Could not synchronize printer details.	Warning	Refresh the widget. If problem persists, stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.
2012	Could not apply updated printer details.	Warning	Refresh the widget. If problem persists, stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\ OpenManag\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.
2013	Could not add group.	Warning	Refresh the widget. If problem persists, stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\ OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**.
2014	Could not edit group.	Warning	Refresh the widget and check if the group is already deleted by another user.
2015	Could not delete group(s).	Warning	Refresh the widget and check if the group is already deleted by another user.
2016	Could not add Printer(s) to group.	Warning	Refresh the widget and check if dragged printer is already part of the group.
2017	Could not retrieve group information from local repository.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\ Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2018	Group with same name already exist.	Warning	Please change the name and try again.
2019	Could not create/generate the report.	Warning	Refresh the widget and check if custom report with the same name already exists.

Error Code	Error Message	Severity	Solution
2020	Could not update the report.	Warning	Refresh the widget and check if the custom report is already deleted by another user.
2021	Could not generate the report.	Warning	Refresh the widget and check if the custom report is already deleted by another user.

NOTE: If browser crashes when you select **Generate Report** option, enable launching of popups on the browser.

2022	Could not retrieve group information from local repository.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2023	Report with same name already exists.	Warning	Please change the name and try again.
2024	Could not download the file.	Warning	Please try again.
2025	Could not schedule discovery.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2026	Could not start discovery.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2027	A Discovery is already running. Please try after sometime.	Warning	Only one discovery can run at a time. Use schedule option to run discovery at a later time.

Error Code	Error Message	Severity	Solution
2028	Unable to register the template as corresponding file <X> is missing.	Warning	On the machine where OMPM is installed check **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server\<jboss-dir>\rdmfconfig\template** for write permission for the users group. Provide the permission and retry the registration step.
2029	Unable to register the template as the required tool <X> is missing.	Critical	On the machine where OMPM is installed check **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\client** folder has a tool with name **templateregistration.exe**. If the problem persists, reinstall the software.
2030	Could not upload template.	Warning	On the browser, bypass proxy for the OMPM server. You can bypass the proxy server by entering the IP address of the OMPM server in the proxy exception box provided by the browser. Access the portal and verify if the issue is fixed. If the problem persists, stop and start OMPM service and retry accessing the portal after 2-3 minutes. Check if size of the file uploaded exceeds the IT policy. Contact network administrator for exceeding the limit.
2031	Could not update template.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
1015	Could not register template.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.

Error Code	Error Message	Severity	Solution
2032	Could not update SNMP and EWS settings.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2033	Could not retrieve group information from local repository.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2034	Could not update settings.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
1016	Unable to locate default tools in <Path> for performing firmware upgrade.	Critical	On the machine where OMPM is installed check if **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\tools** folder is empty. If the **tools** folder is empty, add exception into the virus scanning software for the this folder and reinstall the software if necessary.
1017	Unable to locate tool <X> in <Path> for performing firmware upgrade.	Critical	On the machine where OMPM is installed copy the custom firmware upgrade tools from the printer vendor into the **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\tools** folder and retry.
2035	Unable to locate firmware file <X> in <Path> for performing firmware upgrade.	Warning	On the machine where OMPM is installed check the write permission for **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server\<jboss-dir>\rdmfconfig\firmware** folder to users group account. Provide the permission if problem persists.

Error Code	Error Message	Severity	Solution
2036	Unable to perform firmware upgrade on <IP> as the printer is not in a ready state.	Warning	Fix the error on the printer and retry. If we are using nc command check if LPD port is set as 9100 on the printer Embedded Web Server.
2037	Could not schedule firmware upgrade.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2038	Could not add firmware tool	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2039	Could not retrieve group information from local repository.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2040	Could not retrieve template information from local repository.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2041	Could not retrieve printer information from local repository.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.

Error Code	Error Message	Severity	Solution
1018	Could not locate any upgrade tools.	Critical	On the machine where OMPM is installed check if **<OMPM Install directory>\Dell Printers\ OpenManage\OMPMv2.0\tools** folder is empty. If the **tools** folder is empty, add exception into the virus scanning software for the this folder and reinstall the software if necessary.
1019	Could not upload firmware upgrade file.	Critical	On the browser, bypass proxy for the OMPM server. You can bypass the proxy server by entering the IP address of the OMPM server in the proxy exception box provided by the browser. Access the portal and verify if the issue is fixed. If the problem persists, stop and start OMPM service and retry accessing the portal after 2-3 minutes. Check if size of the file uploaded exceeds the IT policy. Contact network administrator for exceeding the limit.
3002	Please associate an existing firmware tool for this printer model using the Add Firmware Tool button.	Informational	NA
2042	Could not update the firmware tool.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\ Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
3003	Cannot associate 2 firmware tools with the same model.	Informational	Please update the entry for this model.
2043	Unable to send E-mail alert <X> for Printer <IP>.	Warning	Ping the server to check if SMTP server is accessible. Check if access protection is enabled in virus scanning software. Contact network administrator if problem persists.

Error Code	Error Message	Severity	Solution
2044	Could not add Alert configuration.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2045	Could not update Alert configuration.	Warning	Refresh the widget and try again. If problem persists, stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2046	Could not delete Alert configuration.	Warning	Refresh the widget and try again. If problem persists, stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2047	Could not update SMTP configuration.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2048	Unable to retrieve SMTP configuration from local repository.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.

Error Code	Error Message	Severity	Solution
1020	Local Trap handler service not running.	Critical	Disable windows **SNMP Trap service** and then start the **Net-SNMP trap handler**. These services are found at services control panel. You can access these by typing in **services.msc** in command prompt.
1021	SMTP authentication failed.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2049	Could not retrieve user information from local repository.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2050	Could not retrieve user information from local repository.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2051	Alert with same name already exists. Please change the name and try again.	Warning	
2052	Unable to receive alerts from SNMP traps.	Warning	On the machine running the OMPM server, either disable the firewall or add an exception of UDP port 162.

Error Code	Error Message	Severity	Solution
2053	Could not apply configuration settings.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2054	Could not retrieve group information from local repository.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2055	Could not update settings.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2056	Could not retrieve application configuration from local repository.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2057	Could not update discovery schedule.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.

Error Code	Error Message	Severity	Solution
2058	Could not update firmware upgrade schedule.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2059	Could not update DB Cleanup schedule.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2060	Could not update DB Backup schedule.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2061	Could not delete scheduled task(s).	Warning	Refresh the widget. If problem persists, stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2062	Could not retrieve schedule information from local repository.	Warning	Refresh the widget. If problem persists, stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.

Error Code	Error Message	Severity	Solution
2063	Could not save the Log file.	Warning	Check if there is enough space on the machine and also write permission to the folder for users group. If problem persists, stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2064	Could not add user.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2065	Could not update user details.	Warning	Refresh the widget. If problem persists, stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2066	Could not delete user.	Warning	Refresh the widget. If problem persists, stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2067	Could not reset the user's password.	Warning	Refresh the widget. If problem persists, stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.

Error Code	Error Message	Severity	Solution
2068	You cannot delete your own account.	Warning	None
2069	Could not retrieve user information from local repository.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2070	User with same username already exists. Please change the login name and try again.	Warning	
2071	Unable to perform DB Cleanup.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2072	Could not schedule DB Cleanup.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
1022	Unable to perform DB Backup.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.

Error Code	Error Message	Severity	Solution
1023	Could not schedule DB Backup.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
1024	Could not apply license.	Critical	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.
2073	The license key entered is invalid. Please try again.	Warning	None
2074	Your OMPM license has expired. Visit <xxxxx> to request a free license key. You will receive a license key within 3-5 days.	Warning	None
2075	You have X days left to use the trial copy. Visit <xxxxx> to request a free license key. You will receive a license key within 3-5 days.	Warning	None
2076	Could not save user preferences.	Warning	Stop and start OMPM service on the machine where OMPM is installed. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Retry accessing the portal after 2-3 minutes.

Error Code	Error Message	Severity	Solution
2077	User login failed.	Warning	Check if the user name and password provided is correct. If problem persists, on the machine where OMPM is running, check if PostGreSQL service is running in the service control panel. If not, start the PostGreSQL service and restart OMPM service using the Stop and Start shortcuts under Start menu.
1025	Unable to install VC++ 2008 Prerequisite.	Critical	Try uninstalling and reinstalling the software.
1026	Unable to install PostGreSQL Prerequisite.	Critical	Try uninstalling and reinstalling the software.
1027	Unable to install Java run time Prerequisite.	Critical	Try uninstalling and reinstalling the software.
1028	Unable to unregister JBoss service.	Critical	In service control panel, check if the Jboss service is still running.
1029	Failed to configure client.	Critical	Try uninstalling and reinstalling the software.
1030	Unable to install JBoss service.	Critical	Try uninstalling and reinstalling the software.
1031	Unable to start JBoss service.	Critical	Try uninstalling and reinstalling the software.
1032	You must be logged in with administrator rights to install this software.	Critical	
1033	Selected port is being used by some other application. Please select other port.	Critical	Using the **netstat** command check if the selected port is in use by any other application. Ensure that ports are free by closing the corresponding application/ service using the port.
1034	Unable to remove OMPM service.	Critical	On the machine where OMPM is installed, close all instances of OMPM UI and stop OMPM service.To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\ OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Now proceed with uninstallation.
1035	Unable to remove trap service.	Critical	In service control panel, check if **Net-SNMP trap service** is still running. If yes, stop the service.

Error Code	Error Message	Severity	Solution
1036	Unable to remove OMPM database.	Critical	On the machine where OMPM is installed, close all instances of OMPM UI and stop OMPM service. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\ OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Now proceed with uninstallation.
1037	Unable to register trap service.	Critical	Try uninstalling and reinstalling the software.
1038	Unable to create OMPM database.	Critical	In the service control panel, check if PostGreSQL service is up and running. If not start the service. If problem persists remove the current PostGreSQL installation and reinstall OMPM.
1039	Unable to start OMPM service.	Critical	Try uninstalling and reinstalling the software.
1040	Failed to connect to database using this password. Please enter correct password to complete OMPM installation.	Critical	
1041	Port xxxx is being used by some other application. Please ensure the port is not used by any other application. Installation will be aborted now.	Critical	Using the **netstat** command check if **xxxx** port is in use by any other application. Ensure that ports are free by closing the corresponding application/service using the port.
1042	PostGreSQL database is not installed properly. PostGreSQL service is not registered on the system. Please reinstall PostGreSQL and then install OMPM.	Critical	Check if earlier instances of PostGreSQL are removed completely. Delete PostGreSQL user and data folder after uninstalling PostGreSQL and then reinstall PostGreSQL.

Error Code	Error Message	Severity	Solution
1043	PostGreSQL service is not running. Please start PostGreSQL service before continuing installation. Please press Yes after starting PostGreSQL service or press No to cancel the installation.	Critical	In the service control panel of the machine where OMPM is installed, check if PostGreSQL service is up and running. Start PostGreSQL service and try again. Check **Application Event** logs for PostGreSQL related errors and take action accordingly.
1044	OMPM failed to establish connection with database. Check if PostGreSQL server is up and running. Please select Yes to continue with installation and No to cancel the installation.	Critical	In the service control panel of the machine where OMPM is installed check if PostGreSQL service is up and running. Start PostGreSQL service and try again.
1045	OMPM uninstall failed to drop database. Database is in use, please close all instances of OMPM UI. Please select Yes to retry deletion of database and No to continue the uninstallation.	Critical	On the machine where OMPM is installed, close all instances of OMPM UI and stop OMPM service. To restart OMPM services, traverse to the folder **<OMPM Install directory>\Dell Printers\ OpenManage\OMPMv2.0\server**. Right click **RestartServices.bat** and select **Run as administrator**. Now proceed with uninstallation.
1046	JBoss service is not installed properly. JBoss service is not registered on the system. Press Yes to retry No to continue with rest of the installation.	Critical	Try uninstalling and reinstalling the software.
1047	JBoss service is not up and running. Press Yes to retry starting service No to continue with rest of the installation.	Critical	Try uninstalling and reinstalling the software.
1048	OMPM service is not up and running. Press Yes to retry starting service No to continue with rest of the installation.	Critical	Try uninstalling and reinstalling the software.

22

Frequently Asked Questions

This chapter lists solutions to the issues and concerns that users may encounter while using OMPM.

The FAQs are organized context wise. For example, to view FAQs for Alerts, scroll down to the Alerts section in this chapter.

Alert Templates

1 "I have added a new template but I am not able to see the template in OMPM".

Answer: To rectify the issue, perform the following steps:

- **a** Check if the template is located in the folder *<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\ alert_templates>.*
- **b** Check if the template file is saved with a .txt extension.
- **c** If OMPM is running, refresh the alert screen and then add/update an alert configuration.

2 "I have edited an existing template in the 'alert_templates' folder, but I am not able to see the template changes in OMPM".

Answer: To rectify the issue, perform the following steps:

- **a** If OMPM is running, refresh the alert screen and then add/update an alert configuration.
- **b** Copy the template from the 'alert_templates' folder to the Desktop, edit and save the template and then overwrite the existing template in the 'alert_templates' folder.

3 "I have edited an existing template and changed the system E-mail address, but I do not see the template in OMPM".

Answer: To rectify the issue, perform the following steps:

- **a** If the system E-mail address was changed and saved from OMPM for a particular alert configuration then the saved value will be shown.

b Delete the earlier alert configurations, refresh the alert screen and add a new alert configuration to use updated system email address.

4 "I deleted an existing template unintentionally from the folder and I have alerts configured using that template".

Answer: To rectify the issue, perform the following steps:

a Subsequent mail alerts will not be sent.

b New alerts cannot be configured with that template.

c The deleted template format cannot be retrieved.

d Delete the existing configurations associated with that template, create the same template and add it to OMPM.

5 "I have added OMPM supported language strings in my template, but the strings appear either like boxes or like encrypted data or don't appear at all in OMPM".

Answer: To rectify the issue, perform the following steps:

a While creating or editing templates, make sure that template is saved with UTF-8 encoding.

b Make sure you have the appropriate language pack installed on your system.

6 "I have upgraded OMPM, but I do not see the latest alert screens".

Answer: To rectify the issue, perform the following steps:

a Clear your browser cache, close the browser and then run OMPM.

b Check if the following folder is present: *<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\ alert_templates>*

- If Yes, restart your machine
- If No, upgrade was not successful

c Try uninstalling and reinstalling OMPM.

7 "I want to be able to create a new or modify an existing variable and associate a value to it".

Answer: OMPM does not provide this feature. You can only use the pre-defined variables available.

8 "I have used a pre-defined variable but I either do not see a value or see a different value in the mail".

Answer: This could be caused due to one or all of the following reasons:

- Variable used does not exactly match the pre-defined OMPM variable
- Variable is not used in the intended context
- That parameter does not have a value

9 "I have configured an alert, but have not received a mail yet".

Answer: This could be caused due to one or all of the following reasons:

- Template does not exist in the folder *<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\ alert_templates>*
- SMTP configuration setting is not set or saved
- SMTP Settings are incorrect
- Your organization policy does not allow you to send mails from a third party tool
- Mails may be queued and subject to scan based on company policy
- System mail id may be listed in the spam list of your mail exchange
- Contact your mail administrator

10 "I have used an alert trouble-ticket template, but I see different or no values for the pre-defined variables in the system generated mail".

Answer: This could be caused due to one or all of the following reasons:

- The alert type selected does not match the trouble-ticket alert template
- Variable is not used in the intended context
- That parameter does not have a value

Manage Plugins

1 "When I add a plugin, OMPM shows the error `'Unable to unzip file ..'`".

Answer: This could be caused due to one or all of the following reasons:

- Zip file extension is not '.zip'
- Zip file is not created using default windows zip utility or WinZip
- Zip file is password protected or encrypted
- Zip file may be corrupt
- File is not zipped with normal compression.

2 "When I add a plugin, OMPM shows the error '`Plugin folder already exists ..'`".

Answer: This could be caused due to the following reason:

- The zip file created contains a folder name that matches another plugin folder which was loaded previously in OMPM.

3 "When I add a plugin, OMPM shows the error `'Invalid XML configuration file ..'`".

Answer: This could be caused due to one or all of the following reasons:

- XML file does not conform to OMPM plugin schema
- XML syntax/formatting , missing tags
- XML file may be corrupt

4 "When I add a plugin, OMPM shows the error `'Unable to find files ..'`".

Answer: This could be caused due to one or all of the following reasons:

- File paths are not relative to the plugin directory in the plugin configuration
- Missing user plugin folder
- Missing folders in user plugin directory
- Missing path entries in XML configuration file

5 "I have added a plugin in OMPM, but I cannot view it".

Answer: This could be caused due to one or all of the following reasons:

- The menu location in the plugin configuration file does not match the OMPM navigation menu titles
- No permission to view that plugin

6 "I have added OMPM supported language string in Menu Title & Location in the plugin configuration file, but cannot view it in OMPM".

Answer: This could be caused due to one or all of the following reasons:

- Plugin configuration file does not have the UTF-8 XML header
- Plugin configuration file was not saved with UTF-8 encoding
- Appropriate language pack is not installed on your system

7 "My plugin has OMPM supported language strings, but OMPM does not load them".

Answer: This could be caused due to one or all of the following reasons:

- Plugin should be able to load its own resource bundle
- Plugin was not able to fetch the OMPM language Id
- Appropriate language pack is not installed on your system

8 "I have upgraded OMPM, but I do not see the **Manage plugins** screens".

Answer: This could be caused due to one or all of the following reasons:

- You need to clear your browser cache. Close the browser and then run OMPM
- You are not an administrator in OMPM
- Try uninstalling and reinstalling OMPM

Single Sign-on (SSO)

1 How do I configure my web browser to support single sign-on?

Answer: Not all web browsers support single sign-on. IE 6+, Chrome and Mozilla Firefox have this support. The recommended browser versions are IE 8+, Chrome v29 and Mozilla Firefox v21. Follow these steps on the recommended browser versions.

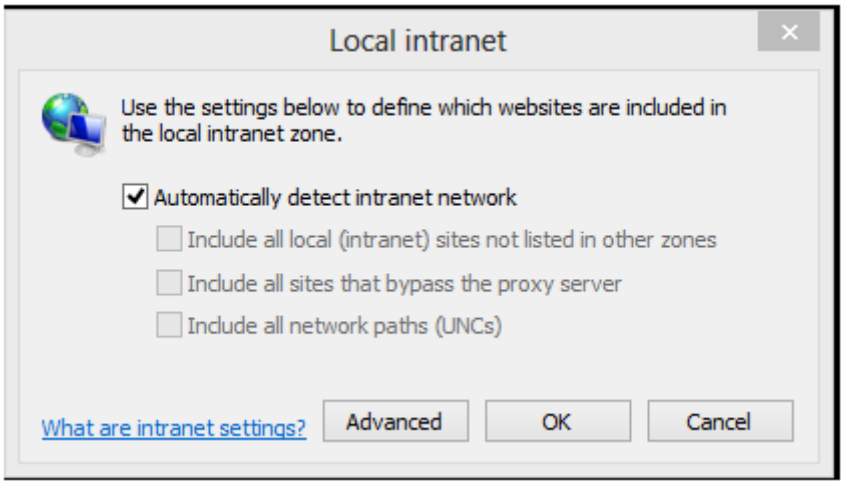
IE Configuration

a Launch IE.

b Open Internet Options, **Tools** → **Internet Options**.

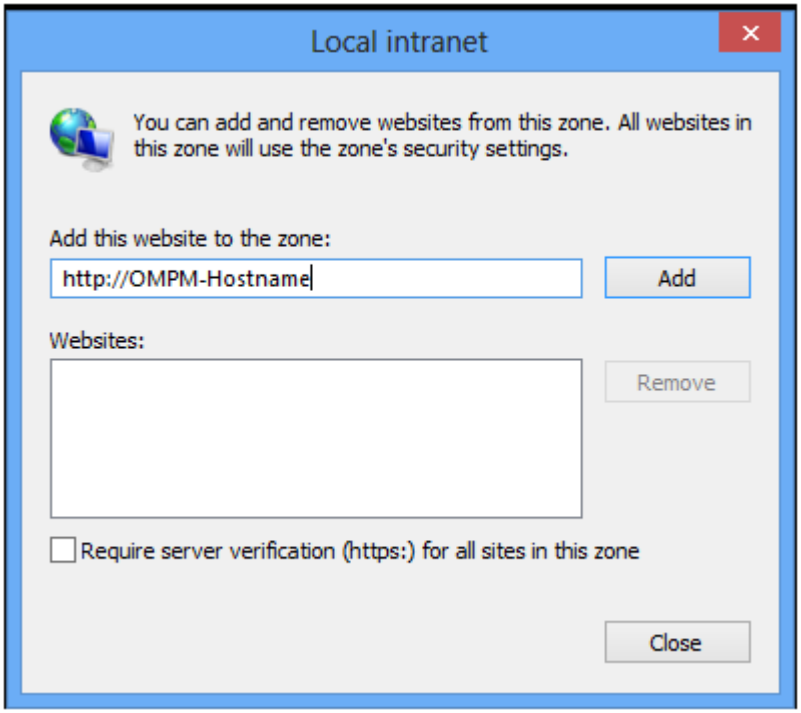
c Select **Security** tab → **Local Intranet** and click on the **Sites** button.

Figure 22-1. Local intranet



d Click on the **Advanced** button and enter the OMPM website as shown in the figure below and click the **Add** button.

Figure 22-2. Local intranet - Add website



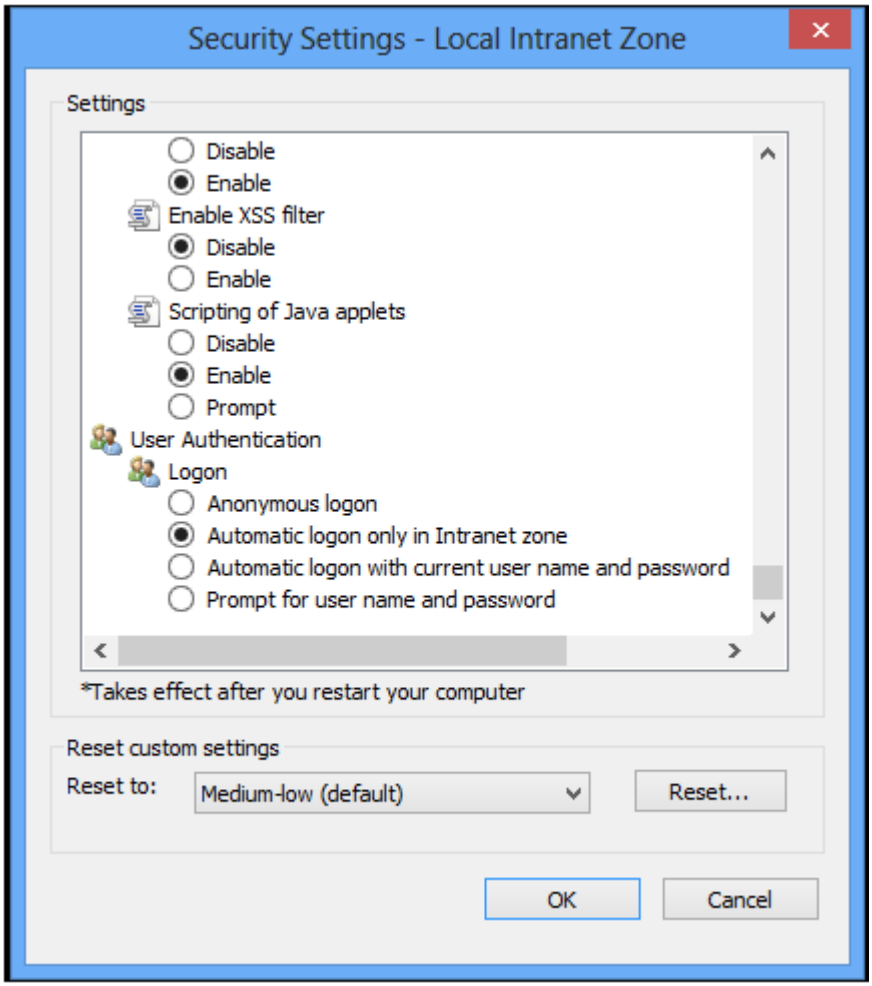
NOTE: OMPM-Hostname is the hostname of the system on which OMPM is installed.

e Click **Close** to close the dialogs and go back to the **Security** tab.

f Click on the **Custom Level…** button and scroll to the **User Authentication** section.

g Select the option **Automatic logon only in Intranet zone** as shown in the figure below and click **OK** to go back to the **Security** tab.

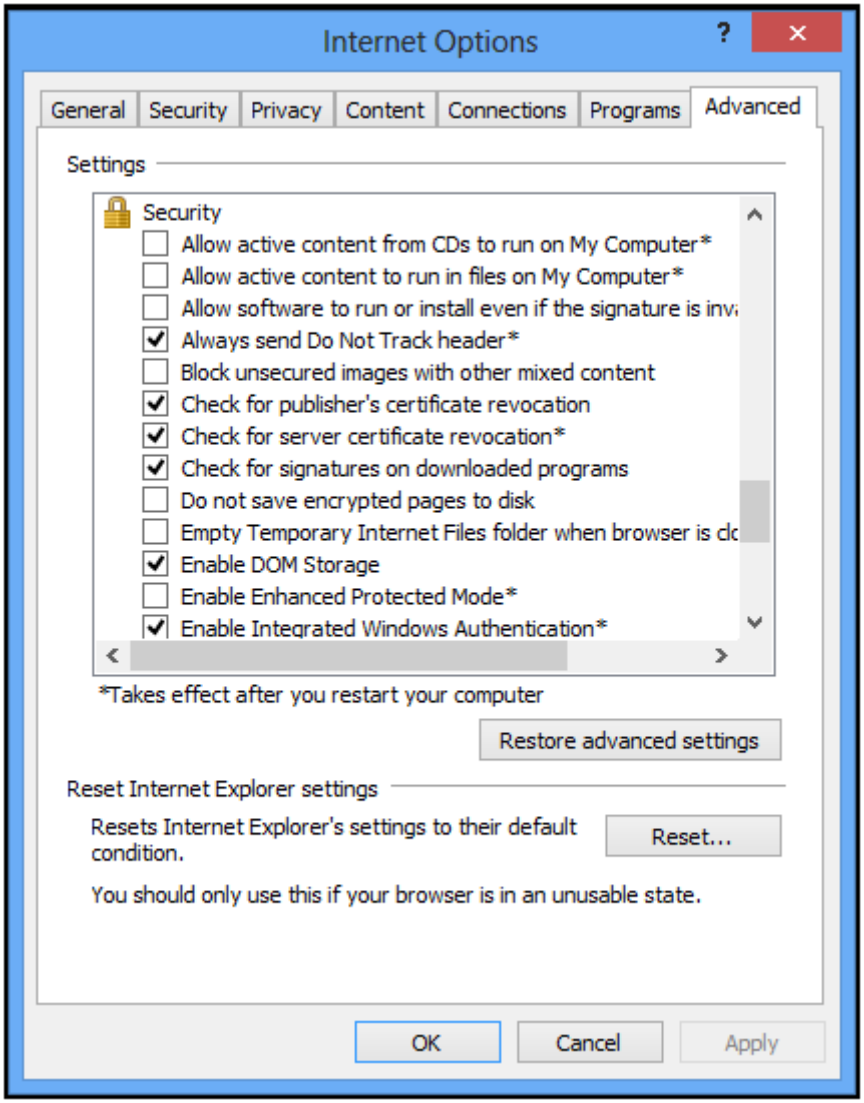
Figure 22-3. Security Settings - Local intranet Zone



h Go to the **Advanced** tab and scroll to the **Security** section.

i Select the option **Enable Integrated Windows Authentication*** as shown in the figure below and click **OK** to apply the settings.

Figure 22-4. Internet Options

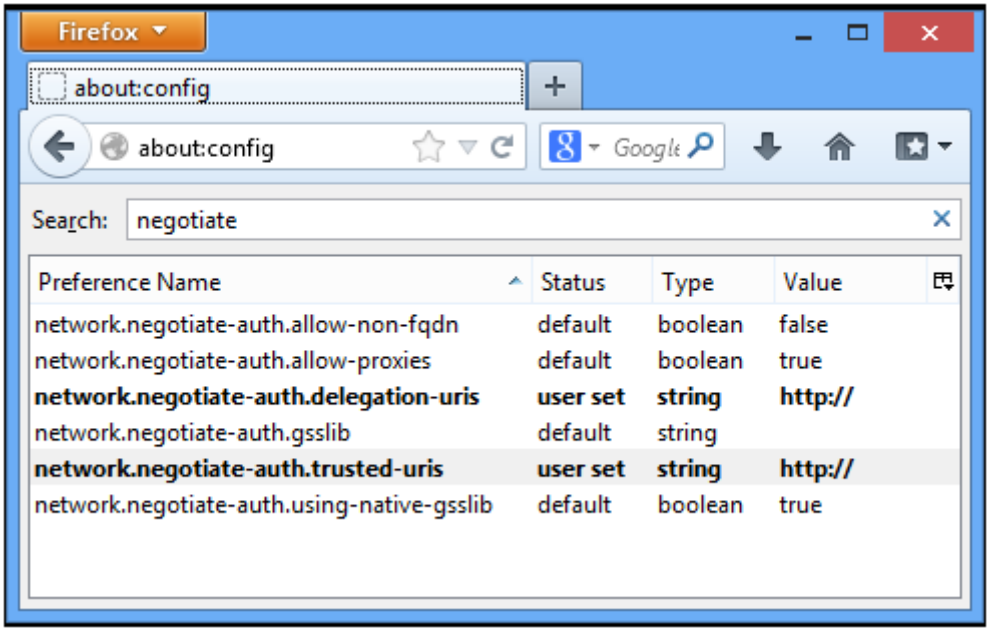


j Close IE and restart it for the settings to take effect.

Mozilla Firefox Configuration

- **a** Launch Firefox.
- **b** Enter **about:config** in the address bar.
- **c** Enter the filter string **negotiate** in the search bar.
- **d** Set the preferences for **network.negotiate** as shown in figure below:

Figure 22-5. Firefox - Preferences



Chrome Configuration

There is no specific configuration for Chrome browser.

2 How do I understand the single sign-on fields?

Answer: To understand single sign-on fields, click this link http://technet.microsoft.com/en-us/library/bb742433.aspx. Contact your domain administrator for more information.

3 What is a keytab file? How do I get this file?

Answer: A keytab is a file containing pairs of Kerberos principals and encrypted keys derived from the Kerberos password. You can use this file to log in to Kerberos without being prompted for a password. You need to get this file from your domain administrator. To understand key tabs, click this link, http://technet.microsoft.com/en-us/library/bb742433.aspx. Contact your domain administrator for more information.

4 What does the error "`ADS user is not added to OMPM`." mean?

Answer: The OMPM admin must add you to the OMPM user database before you can log in and access OMPM functionality. See the section on Adding ADS users in the User Management chapter.

5 What does the error "`Unable to authenticate ADS user.`" mean?

Answer: This error may have been caused due to any of the following reasons:

- You are not accessing OMPM Url using the host name like this, **http://*Hostname*:<Port>/OMPM/OMPM.html**. The ***Hostname*** must be the host name on which OMPM is installed and the Hostname-IP address mapping entry must be added to the 'hosts' file on your Windows machine located at '**%systemroot%\system32\drivers\etc\hosts**'.
- The web browser authenticates using NTLM instead of Kerberos. Click these links to solve this problem, http://technet.microsoft.com/en-us/library/cc779070(v=ws.10).aspx , http://support.microsoft.com/kb/299838 , http://support.microsoft.com/kb/908209
- The web browser may not have been configured for SSO. See question 1 for details.
- Single Sign-on settings may not have been properly configured. See questions 2 & 3. Contact your domain administrator for more details to configure single sign-on.
- You do not have the required Java Runtime Environment (JRE), JRE 7 update 45, if you have installed OMPM on Windows Server 2012 R2 or Windows 8.1 Enterprise operating systems. You should update to the required JRE version if you have JRE already installed or install the latest OMPM version which includes this update.

6 How do I set up single sign-on if I have skipped at the OMPM installation?

Answer: Please note that the pre-requisite to this setup is configuring Active Directory Service. See section Configuring Active Directory (AD) Authentication From OMPM for more details.

Before you proceed with this configuration you should be cautioned that OMPM services will be shut down and users accessing this service will be unable to do so. It is strongly recommended to save your work, exit OMPM application and close all open web browsers.

To set up SSO from the command line, follow these steps:

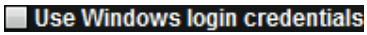
a Open a command prompt in administrator mode.

b Change directory to the OMPM server directory, "*<OMPM Install directory>\Dell Printers\OpenManage\OMPMv2.0\server*".

c Run this batch script with the following command line options:
SetupSSO.bat <Kerberos Domain Controller Name> <Kerberos Realm> <Principal Name> "<Absolute-path-to-keytab-file>"
Refer questions 2 and 3 above to understand the configuration options.

d Wait for the script to complete the configuration and exit.

The web browser will launch OMPM automatically and you should see the following check box if the configuration is successful.



7 I have set up SSO at the installation stage. Can I enable or disable this feature from OMPM?

Answer: Yes, you can enable or disable SSO from OMPM if you have set up SSO at the installation stage. To disable SSO, sign into OMPM and from the navigation pane access **Application Settings → Users → ADS Configuration**. You should see a check box **Use Single Sign-on** that will be enabled; clear the check box to disable the Single Sign-on feature. You can continue to access OMPM by entering your username and password at the login page.

Enabling SSO from OMPM will re-use the previously configured SSO settings. See question 6 on how to update SSO settings.

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