



# **Print Management version 2.3.15**

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## **Administrator's Guide**

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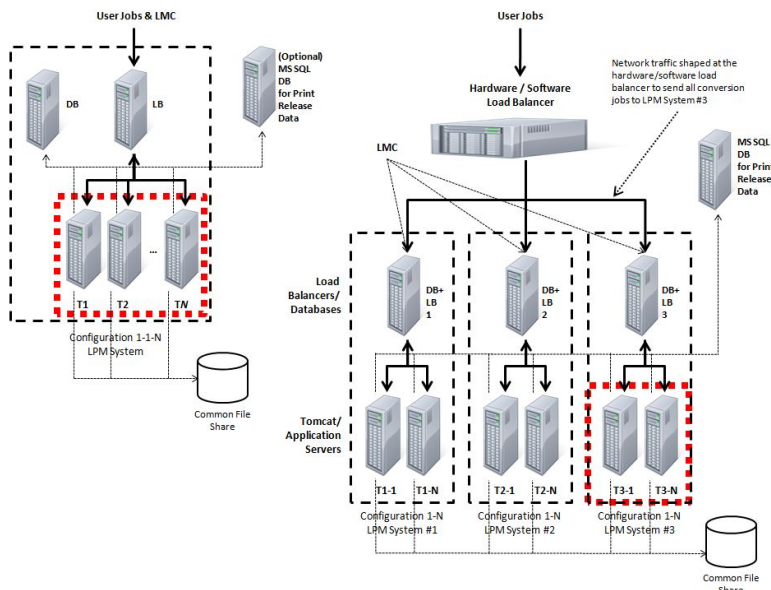
# Overview

Use the application to print documents from a workstation to a central print queue. Print jobs that are sent from a computer, from the Web, or through e-mail are held until the user deletes or prints them. Jobs that are not released after a specified period are automatically deleted.

Users can also download mobile printing applications to send print jobs from their mobile devices. For more information on how to purchase the mobile application, contact your Lexmark sales representative.

The solution also supports:

- User authentication in order to use the standard functions of the printer. These functions include, copying, faxing, e-mailing, and scanning to FTP and to a network.
- Allowing another user (called a delegate) to release one user's print job.
- Badge authentication, quota tracking, and usage tracking.
- Sending print jobs using AirPrint.



For more information on how to print using this solution, see the *User's Guide*.

For more information on how to print from your mobile device, see the *Lexmark Mobile Printing User's Guide*.

## Supported printers

e-Task 4 printers	e-Task 3 printers	e-Task 2+ printers	e-Task 2 printers	e-Task printers <sup>1</sup>	X642 printers
<ul style="list-style-type: none"> <li>• MS610</li> <li>• MS810, MS812</li> <li>• MS911</li> <li>• MX410, MX510, MX511</li> <li>• MX610, MX611</li> <li>• MX710, MX711</li> <li>• MX810, MX811, MX812</li> <li>• MX910, MX911, MX912</li> <li>• CS510</li> <li>• CX410</li> <li>• CX510</li> </ul>	<ul style="list-style-type: none"> <li>• X548</li> <li>• 6500</li> <li>• X746, X748</li> <li>• X792</li> <li>• X950, X952, X954</li> <li>• C748</li> <li>• C792</li> <li>• C925</li> <li>• C950</li> </ul>	<ul style="list-style-type: none"> <li>• X463, X464, X466</li> <li>• X651, X652, X654, X656, X658</li> <li>• X734, X736, X738</li> <li>• X860, X862, X864</li> <li>• T656</li> </ul>	<ul style="list-style-type: none"> <li>• X644, X646</li> <li>• X772</li> <li>• X782</li> <li>• X850, X852, X854</li> <li>• X940, X945</li> <li>• T654</li> <li>• W850</li> </ul>	<ul style="list-style-type: none"> <li>• X620<sup>2</sup></li> <li>• X632, X634<sup>2</sup></li> <li>• X752<sup>2</sup></li> <li>• X820<sup>2</sup></li> <li>• X830, X832<sup>2</sup></li> <li>• X912<sup>2</sup></li> <li>• C520, C522, C524</li> <li>• C530, C532, C534</li> <li>• C732, C734, C736</li> <li>• C780, C782</li> <li>• C920</li> <li>• C935</li> <li>• E450</li> <li>• E460, E462</li> <li>• T640, T632, T644</li> <li>• T650, T652</li> <li>• W840</li> </ul>	X642
<sup>1</sup> These printers do not support eSF applications used in hybrid solutions.					
<sup>2</sup> These printers may be identified as “C,” “T,” or “W” models in Lexmark Management Console.					

**Note:** For more information on the latest device and firmware level support, see the *Readme* file.

# Using Lexmark Management Console

## Accessing Lexmark Management Console

1 Launch Lexmark Management Console (LMC) from your Web browser using either of the following URLs:

- `http://hostname:9780/lmc`
- `https://hostname/lmc`

where *hostname* is the host name or IP address of the computer on which the server is installed.

### Notes:

- It may take several minutes to start all services when the server is first booted. If LMC cannot be accessed immediately after booting the system, then wait a few minutes, and then try again.
- Cookies must be enabled on your Web browser in order to use LMC.
- Adobe Flash Player 10 or later is required. If your Web browser settings do not allow ActiveX controls to run, then manually upgrade the plug-in by visiting the Adobe Web site.

2 Type the administrator user name and password, and then click **Login**.

### Notes:

- The default user name and password are both **admin**.
- If LMC is configured to connect to an LDAP server, then any valid user name and password can be used.

## Configuring the application

### Changing the status of the server

Print Management lets administrators control whether jobs are sent to the server from the load balancer.

- 1 Access Lexmark Management Console from your Web browser, and then click the **System** tab.
- 2 Select a server.
- 3 Click **Set Online** or **Set Offline**.

**Note:** **Set Offline** still allows administrators to stay connected to the server.

### Configuring the application settings for your environment

**Note:** Before changing the settings, contact Lexmark Help Desk to make sure that the change is appropriate and necessary.

During the initial installation, your Lexmark Integration Specialist configures the settings of the solution to meet the needs of your environment. If you need to modify the settings because of user feedback or configuration changes within your environment, then do the following:

- 1 Access Lexmark Management Console from your Web browser, and then click the **Solutions** tab.
- 2 From the Solutions section, click **PrintReleasev2**.

- 3 From the Tasks section, click **Configuration**, and then change the settings.
- 4 Click **Apply**.

## Adding printers to a device group

When you expand to other departments or locations, you need to add devices to the solution. Before adding devices to the solution, make sure you have obtained licenses from your Lexmark Technical Program Manager.

Typically, you need to add devices to the existing device group to have the same local settings as all other devices in the group. Creating groups also lets you better organize all your devices, such as by location, and modify different configurations in the local settings, such as Authentication Method, Print All Settings, and Keypad Only Device Settings.

- 1 Access Lexmark Management Console from your Web browser, and then click the **Device Groups** tab.
- 2 From the Device Groups section, click **Add**, and then type a name for your device group.  
**Note:** If you want to use the existing group, then select the name of your device.
- 3 From the Tasks section, select **Discovery Profiles**.
- 4 In the address field, type the IP address of the printer, and then click **Add**.

### Notes:

- You can add only one IP address at a time.
- Do not fill up any information in the fields unless that information is already configured on the printers that are added.

- 5 Click **Discover**.
- 6 From the Discovery section, select the **Discover new devices only** check box, and then click **Discover**.
- 7 Click **Done**.
- 8 To verify that your printer is successfully added, click **Summary** or **Discovered Devices** from the Tasks section.

## Configuring the home screen

When new printers are added to the solution, you may need to configure the home screen if your printer is part of a new device group or if your printer is a different model from the previously configured printer. Because different device classes have different capabilities, a separate custom home screen must be configured for each device class. For a list of supported printers in each device class, see [“Supported printers” on page 5](#).

- 1 Access Lexmark Management Console from your Web browser, and then click the **Device Groups** tab.
- 2 From the Device Groups section, select a device group you want to configure, and then click **Home Screen** from the Tasks section.
- 3 From the Home Screen section, select the type of printer you want to configure.  
**Note:** Make sure to select the **Use this home screen as part of the device group’s policy** check box.
- 4 If you have not configured your home screen, then select the number of buttons you want to appear on your home screen from the Layout menu.
- 5 Assign a button, action, and profile to each function.

Function	Action	Profile
Copy	Copy + Profile	CopyTrack
Fax	Fax + Profile	Select either of the following <ul style="list-style-type: none"> <li>• FaxTrackAnalog</li> <li>• FaxServerTrack</li> </ul>
Email	Email + Profile	EmailTrack
Ftp	Ftp + Profile	
Print Management	Single Profile	Print Release
Scan to Network	Single Profile	ScantoNetwork

**Note:** Unassigned buttons do not appear on the home screen.

**6** Click **Apply**.

## Deploying applications to the printer

Before using the solution, make sure that you have deployed the applications to the printer, and that you have configured the deployment and home screen settings of all supported applications. For more information on deploying the applications, see the *Deployment White Paper* that came with the solutions.

- 1 Access Lexmark Management Console from your Web browser, and then click the **Device Groups** tab.
- 2 From the Device Groups section, select **Print Release**.
- 3 From the Tasks section, select **eSF Configuration**, and then configure the deployment settings in the following order:

- deviceusage
- card reader drivers: keyboardreader, omnikey5427ckdriver, ominkeydriver
- advancedprompt
- badgeauth

**Note:** The correct compatible eSF framework level and the recommended deployment order are installed by default.

- 4 If you want to change the deployment order, then click the up and down arrow buttons on the eSF Applications section.
- 5 If you want to remove the eSF applications from a policy update, then clear the check box that corresponds to each of the applications from the “Deploy to” menu on the eSF Configuration Settings section.
- 6 Click **Save Settings**.
- 7 From the Tasks section, click **Policy Update > Update Policy**.

### Notes:

- Make sure to update the policy to successfully use the application.
- The deployment can take from 1 to 2 minutes.
- For more information on how to improve the policy update performance, see [“Configuring chunk size for device discovery and policy updates” on page 9](#).

**8** Click **Done**.



## Configuring Universal Configuration File (UCF)

- 1 Access Lexmark Management Console from your Web browser, and then click the **Solutions** tab.
- 2 From the Solutions section, select **Print Releasev2**.
- 3 From the Tasks section, select **Security Setup Files**, and then configure the settings.

Use	To
BadgeAuth	<p>Create LDAP security building block.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• This setting is compatible with eTask2 framework.</li> <li>• This setting is only used if LDAP is used for authentication.</li> </ul>
BadgeAuth2	<ul style="list-style-type: none"> <li>• Configure LDAP security building block.</li> <li>• Set up an LDAP security template associated with BadgeAuth eSF applications and apply it to an access control.</li> <li>• Set up a badgeauth security template associated with BadgeAuth eSF applications and apply it to an access control.</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• This setting is compatible with eTask2+, eTask3, and eTask4 frameworks.</li> <li>• This setting is used if LDAP and badgeauth eSF application is used for authentication and configuring UCF, respectively.</li> </ul>

- 4 If you want to specify a policy update to use the device group level of UCF, then select **BadgeAuth2**, and then clear **Use Solution Configuration** check box.
- 5 If you want to remove a configuration file from a policy update, then clear the check box that corresponds to each of the frameworks from the “Deploy to” menu.
- 6 Click **Apply**.

## Configuring chunk size for device discovery and policy updates

When using three or more servers, reducing the chunk size increases the speed of device discovery and policy updates.

- 1 Access Lexmark Management Console from your Web browser, and then click the **Services** tab.
- 2 From the Services section, select **General**.
- 3 From the Tasks section, select **Parameters**.
- 4 In the ChunkSize field, enter a new value.
 

**Note:** When using three or more servers, a value as low as 2 may be appropriate.
- 5 Click **Apply**.

## Scheduling cleanup tasks

Lexmark Print Management provides many flexible features, including the capability for establishing total or color user quotas on a monthly or yearly basis, limiting function access by user or group, and managing temporary badges. Each feature requires scheduled tasks to run in order to update and clean up data periodically.

If you are using quotas, then quotas must be reset in order to automatically delete data for the previous year and allow all users to start with new, full quotas. This task should be scheduled to run once a year on a schedule that works best for your business processes. For example, many schools run this task at the beginning of each school year.

If you are using function access, you need to periodically update users' group information to make sure that they are getting access to the functions granted to their user role. The frequency at which this task runs is at your discretion and may be dictated by how frequently users move around within groups in your environment.

For temporary badges, it is important to reset the user information associated with the badges so that when the badge is assigned to a new user, the new user must re-register and cannot gain access to the previous user's jobs. The frequency at which this task runs is at your discretion and may be dictated by how long you assign temporary badges.

- 1 Access Lexmark Management Console from your Web browser, and then click the **System** tab.
- 2 From the System section, select **Schedule**.
- 3 Click **Add > Script > Next > None > Next**.
- 4 Select the solution you want to configure and the script associated with your task.
  - **ResetFAUserGroup**—This lets you reset the function access limit of the group.
  - **PrintDelete**—This lets you automatically delete print jobs in a period of time.
  - **GenerateCSV**—This lets you generate report in a period of time.
  - **TempBadgeDelete**—This lets you delete temporary badge data.
  - **ResetQuota**—This lets you reset user quotas annually.
  - **ResetUserGroup**—This lets you update users that are already defined in the database to their current group.
- 5 Click **Next**.
- 6 From the "Choose a frequency" dialog, specify the start date and time and how often the cleanup occurs.
- 7 Click **Finish**.

# Managing Print Management

## Accessing Print Management Console

1 Launch Print Management Console (PMC) from your Web browser using either of the following URLs:

- `http://hostname:9780/printrelease/index.html`
- `https://hostname/printrelease/index.html`

where *hostname* is the network address of the load balancer.

2 Type the administrator user name and password, and then click **Login**.

### Notes:


- The default user name and password are both **admin**.
- If PMC is configured to connect to an LDAP server, then type your LDAP user name and password.
- PMC is supported only in Internet Explorer version 6 to Internet Explorer version 9.

While in the console view, the active tab is highlighted in blue. The upper-right corner shows the name of the user currently logged in. You can also manage the tabs and other features of PMC by clicking the image in the upper-left corner.


Tab	Description
<b>Print Queue*</b>	This lets you view and manage all pending print jobs.
<b>RePrint Queue</b>	This lets you view and manage all printed and kept jobs.
<b>Delegates*</b>	This lets you view and manage all print delegates.
<b>Badges*</b>	This lets you view and manage all registered badges.
<b>Function Access</b>	This lets you view all users who perform certain functions (printing, copying, e-mailing, faxing, and scanning to a network) of the printer. This also lets you manage function access at a group or user level.
<b>Quotas</b>	This lets you view the list of users and groups with the corresponding total page count of print jobs and the number of pages each user printed for the specified time. This also lets you manage quotas at a group or user level on a monthly or yearly basis.
<b>Alternate Locations</b>	This lets you view and manage printers to which print jobs can be released from.
<b>PrintTrack Devices</b>	This lets you add devices in order to record information about the printer with the print job data.

\* These tabs are active by default. Other tabs can be managed and activated by clicking the image in the upper-left corner.

## Modifying information from the list

- 1 From the list, locate the entry you want to modify, and then click  in the Action column.
- 2 Make necessary changes, and then click **OK**.

## Deleting entries from the list

- 1 From the list, locate the entry you want to delete, and then click  in the Action column.
- 2 Click **OK** to confirm.

## Logging out from the console

On the upper-right corner of the page, click **Logout**.


## Using the Print Queue and RePrint Queue tabs



The Print Queue tab lets you view all submitted print jobs that are not yet released or deleted.

The RePrint Queue tab lets you view all submitted print jobs that were released at least once but not yet deleted. The list appears if the "Delete Printed Jobs After Specified Hours" option is set to a value greater than 0.


## Viewing and managing print queues

- 1 Access Print Management Console from your Web browser, and then click the **Print Queue** tab or the **RePrint Queue** tab.
- 2 In the Filter menu, select the appropriate data field, and then set a criteria for your search.
- 3 In the text field, type the word that defines your search, and then click **Apply Filter**.
- 4 View the following print job information.
  - **Site**—This shows the site code of the Print Management system.
  - **User**—This shows the Windows user ID who submitted the print jobs in the queue.
  - **Job Name**—This shows the file name of the print jobs in the queue.
  - **Pages**—This indicates the total number of pages of a print job in the queue.
  - **Date Submitted**—This indicates the date and time the print job was submitted.
  - **Delegate**—This shows the name of the user or group who has allowed to print the job.
  - **Actions**—This allows you to view job properties, delete, edit, delegate, or print a job in the queue.

To view a specific print job, click  with the following additional print job information:

- **Color**—This indicates whether the job was printed in black and white or in color.
  - **Duplex**—This indicates whether the job was printed on one or both sides of the page.
  - **Paper Size**—This indicates the size of the paper set to a print job in the queue.
- 5 To sort the items in the column, click the column header.
    - —This sorts the column in ascending order.
    - —This sorts the column in descending order.

## Delegating print jobs

- 1 From the list, locate the print job, and then click  in the Action column.
- 2 From the Delegate Job dialog, assign a delegate or delegate group, and then click **OK**.

## Releasing print jobs

- 1 Access Print Management Console from your Web browser, and then click the **Print Queue** tab or the **RePrint Queue** tab.
- 2 Locate the job you want to print, and then click the printer icon in the Actions column.
- 3 Type the printer address, and then click **OK**.

### Notes:

- If the Multi-Select feature is configured, then select the print jobs you want to print, and then click **Print**. You can configure Multi-Select by clicking the image in upper-left corner of the Print Management Console, and then modifying it in the Queue Tab Options section.
- This feature allows you to print if the printer fails to authenticate the credentials or if the job needs to be released by a person other than a delegate.

## Using the Delegate tab

A delegate is a person who is allowed to release another person's print job. For example, an administrative assistant might release print jobs submitted by an executive.

The Delegates tab lets you view and manage individual delegates or delegate groups associated with a given user. You can designate a user as the delegate or as part of a delegate group for more than one person. However, you can designate only one delegate or delegate group to each user.

## Adding delegate groups

- 1 Access Print Management Console from your Web browser, and then click the **Delegates** tab > **Add Delegate Group**.  
**Note:** If the **Add Delegate Group** button does not appear, then click **Manage Delegate Groups**.
- 2 From the Add Group dialog, type the name of the group.
- 3 Type the Windows user ID, and then click **Add**.  
**Note:** You can add only one user ID at a time.
- 4 Click **OK**.

## Adding delegates

- 1 Access Print Management Console from your Web browser, and then click the **Delegates** tab > **Add Delegate**.  
**Note:** If the **Add Delegate** button does not appear, then click **Manage Delegates**.
- 2 From the Add Delegate dialog, type the name of the user.

- 3 If you want to add an individual delegate, then select **Single User**, and then type the Windows user ID.
- 4 If you want to add a delegate in a group, then select **Delegate Group**, and then select a group from the list.
- 5 Select the **Update the delegate for existing print jobs** check box.

**Note:** If you do not select the check box, then the delegate is allowed only to release future print jobs.

- 6 Click **OK**.

## Using the Badges tab

If badge authentication is going to be used, then configure the solution to allow users to register their badges when using the solution for the first time.

The Badges tab lets you view badges that are registered for the solution. It also lets you modify badge information and add them manually.

### Registering badge IDs

- 1 Access Print Management Console from your Web browser, and then click the **Badges** tab > **Add Badge**.
- 2 From the Add Badge dialog, type the Windows user ID and the badge ID.

**Note:** Make sure that the badge ID is mapped to the Windows user ID to get the correct print jobs the user submitted in the print queue.

- 3 Click **Add**.

### Adding temporary badge IDs

- 1 Access Print Management Console from your Web browser, and then click the **Badges** tab > **Temporary Badges**.
- 2 From the Temporary Badges dialog, type the temporary badge ID you want to add, and then click **Add**.

**Note:** You can add only one badge ID at a time.

- 3 Click **OK**.

## Using the Function Access tab

### Managing the default user function access

- 1 Access Print Management Console from your Web browser, and then click the **Function Access** tab > **Default User**.
- 2 From the Default User dialog, select which printer functions the new user is allowed to access, and then click **OK**.

## Managing default group function access

Make sure that you have enabled the group function access in the Configuration options in Print Management Console.

- 1 Click **Manage Groups > Default Group**.
- 2 From the Default Group dialog, select which printer functions the new user is allowed to access, and then click **OK**.

## Adding groups

Before you can add a group, make sure to enable the group function access.

- 1 Access Print Management Console from your Web browser, and then click the **Function Access** tab > **Add Group**.  
**Note:** If the **Add Group** button does not appear, then click **Manage Groups**.
- 2 From the Add Group dialog, type the name of the group, and then select which printer functions the user is allowed to access.
- 3 Click **OK**.

## Adding users

- 1 Access Print Management Console from your Web browser, and then click **Function Access > Add User**.
- 2 From the Add User dialog, type the Windows user ID, and then select which printer functions the user is allowed to access.  
**Note:** If a group has been added, then select a group to which the user belongs.
- 3 Click **OK**.

## Using the Quotas tab

The Quotas tab lets you view and manage groups' and users' print quotas.

### Viewing and managing quotas

You can manage quotas on a monthly or yearly basis. When monthly quotas are used, the user will receive a new allocation of pages on the first day of each month. There is no carryover of unused pages from previous months. When quotas are tracked annually, the user gets a much larger allocation of pages at the first of each year.

- 1 Access Print Management Console from your Web browser, and then click the **Quotas** tab.
- 2 In the Filter menu, select the appropriate data field, and then set a criteria for your search.  
**Note:** The settings in the data field vary depending on the settings selected in the Quota View and Usage View menus.
- 3 In the text field, type the word that defines your search, and then click **Apply Filter**.
- 4 In the Quota View menu, select the impressions you want to view.
  - **All Quota (T/C)**—This shows the overall total number of pages a user can print or copy.
  - **Total Quota**—This shows the total number of pages a user can print or copy.

- **Color Quota**—This shows the total number of pages a user can print or copy in color.

5 In the Usage View menu, select a period to view.

- **This Month**
- **Last Month**
- **Last 3 Months**
- **Last 6 Months**
- **Last 12 Months**

6 To sort the items in the column, click the column header.

- ▲—This sorts the column in ascending order.
- ▼—This sorts the column in descending order.

## Adding groups

You may choose to manage quotas at a group or user level. If group quotas are implemented, then a user's quota would be established dependent on the Active Directory (AD) group to which they belong. For example, you may have an employee hierarchy where users in one group (ex. Marketing) would logically print more than users in another group (ex. Helpdesk). You could establish quotas specific to each group and, thus, users in each group will get the appropriate number of pages assigned. If you manage quotas at an individual user basis, then a default quota value will be established for all users as they are registered or entered. The administrator manages any individual quota changes, if needed.

The group that corresponds to the AD group must be added manually. The group name must match the name in the AD group.

1 Access Print Management Console from your Web browser, and then click the **Quotas** tab > **Add Group**.

**Note:** If the **Add Group** button does not appear, then click **Manage Groups**.

2 From the Add Group dialog, type the name of the group, and then set the following:

- **Total Quota**—This is the total number of pages a user is allowed to print or copy.
- **Color Quota**—This is the total number of pages a user is allowed to print or copy in color.

**Note:** The individual user quota supercedes the group quota if both quotas are set for a user.

3 Click **OK**.

## Adding users to a group

Clicking **Manage Users** lets you view the list of all users, the group to which each user belongs, and the number of pages each user printed for the specified time frame. By default, the quotas that appear are the total number of pages or color pages printed. You can modify the quota view and time frame by using the "Quota View" and "Usage View" filters.

1 Access Print Management Console from your Web browser, and then click the **Quotas** tab > **Add User**.

**Note:** If the **Add User** button does not appear, then click **Manage Users** to return to the list of current users.

2 From the Add User dialog, type the Windows user ID, and then select the group to which the user belongs.

3 Click **OK**.



## Using the Alternate Locations tab

Print Management lets users release print jobs using printers from other locations. This tab lets you view and manage these printers.

### Allowing users to release print jobs to another printer

- 1 Access Print Management Console from your Web browser, and then click the **Alternate Locations** tab > **Add Alternate Locations**.
- 2 From the Add Alternate Locations dialog, set the following:
  - **Release IP**—This is the IP address of the printer where the print job is submitted.
  - **Alternate IP**—This is the IP address of the printer where the print job is released.
  - **Alternate Display Name**—This is the name of the printer where the print job is released.
  - **Alternate Model Name**—This is the model name of the printer where the print job is released.
  - **Alternate Device is Color**—This indicates whether the printer where the print job is released prints in color.
- 3 Click **OK**.

## Using the Print Track Devices tab

### Tracking print jobs

Lexmark Print Management lets administrators track users' print jobs to devices that are not sent to the printer print queue. Jobs are still printed through a shared Windows print queue but directly to the printer instead of being held for release. If print jobs are being tracked to any devices, administrators must add the information in the Print Track Devices Tab to make sure that information about the printer gets stored with the print job data. This is completely optional, and users can still print from printers that are not configured. However, if not added, the model and device type (such as color or mono) will not be stored in the usage data.

- 1 Access Print Management Console, and then click the **PrintTrack Devices** tab > **Add Print Track Device**.
- 2 From the Add Print Track Device dialog, set the following settings.
  - **Site**—This is where the print job is released.
  - **Address**—This is the IP address of the printer where the print job is released.
  - **Model Name**—This is the model name of the printer where the print job is released.
  - **Model Type**—This is the model type of the printer where the print job is released.
  - **Comment**—This is an optional field where administrators can add information about the printer.
- 3 Click **OK**.

## Testing the solution

After changing the configuration or adding devices to the device group, you need to configure a client workstation to make sure that print queueing is working properly.


- 1 Open the printer wizard.

### In Windows 8

From the Search charm, type **run**, and then navigate to:

Apps list > **Run** > type **control printers** > **OK** > **Add devices and printers**

### In Windows 7 and Vista

- a Click  > **Run**.
- b In the Start Search dialog, type **control printers**.
- c Click **Add a printer** > **Add a network, wireless or Bluetooth printer**.

### In Windows XP or earlier

- a Click **Start** > **Run**.
  - b In the Run dialog, type **control printers**.
  - c Click **File** > **Add Printer**.
- 2 Select the option that lets you connect to your network printer, and then type the destination folder where your printer is located.
  - 3 Set the printer as default, and then select the option that lets you print a page, if prompted.
  - 4 From the printer home screen, touch **Print Release**.
  - 5 Select the print job that contains the test page, and then touch **Print Selected**.

# Managing and generating a report

## Generating reports

This lets you analyze usage trends across the user population. You can export the data from the usage tracking database to a .csv file that can be used in Excel or with some other reporting tool to analyze the data. This export can be configured to provide only data for a specific time frame.

- 1 Access Lexmark Management Console from your Web browser, and then click the **System** tab.
- 2 From the Systems section, select **Reports**.
- 3 From the Available Reports section, select **PR - Full Data Export**, and then specify the reporting period.
- 4 Select the output format you want to generate.
  - **PDF**—This generates a report in PDF format.
  - **CSV**—This generates a report in Excel format.
- 5 If you want to save the exported tile, then do the following:
  - a Select the **Save To** check box, and then click the button next to the “Save to” field.
  - b Specify the path of the folder where you want to save the file, and then click **OK**.
- 6 If you want to send the report to an e-mail address, then do the following:
  - a Select the **Email To** check box, and then click the button next to the “Email to” field.
  - b Specify the recipient of your e-mail and other information, and then click **OK**.
- 7 Click **Run Report**.

## Scheduling reports

- 1 Access Lexmark Management Console from your Web browser, and then click the **System** tab.
- 2 From the System section, select **Schedule**, and then click **Add**.

**Note:** If you want to modify the existing schedule, then select the scheduled task, and then click **Edit**.
- 3 From the “Choose task” dialog, select **Report**, and then click **Next**.
- 4 From the Available Reports section, select **PR - Full Data Export**, and then specify the reporting period.
- 5 Select the output format you want to generate.
  - **PDF**—This generates a report in PDF format.
  - **CSV**—This generates a report in Excel format.
- 6 If you want to save the exported file, then do the following:
  - a Select the **Save To** check box, and then click the button next to the “Save to” field.
  - b Specify the path of the folder where you want to save the file, and then click **OK**.

- 7 If you want to send the report to an e-mail address, then do the following:
  - a Select the **Email To** check box, and then click the button next to the “Email to” field.
  - b Specify the recipient of your e-mail and other information, and then click **OK**.
- 8 Click **Next**.
- 9 From the “Choose the frequency” dialog, specify the start date and time and how often the generated report runs, and then click **Finish**.

# Troubleshooting

## Firmware failure [9yy.xx]

The firmware on the device needs to be updated.

Contact Lexmark Help Desk for more information on the latest firmware update.

## An application error about a missing bean on the home screen

Restart the Lexmark Solutions Application Server service on the LDD server.

## Profile server is not responding

### **MAKE SURE THAT ALL REQUIRED LEXMARK SERVICES ON THE LDD LOAD BALANCER ARE RUNNING**

- 1 From the LDD load balancer, navigate to:  
**Settings > Control Panel > Administrative Tools > Services**
- 2 Make sure that the following services are in a Started state:
  - Firebird Server - Default Instance
  - Lexmark Solutions Backup and Restore Agent
  - Apache2
  - Lexmark Solutions Apache Agent
  - Lexmark Solutions Web (or Protocol)
  - Adaptor
  - Lexmark Solutions License Manager

### **MAKE SURE THAT LEXMARK SOLUTIONS APPLICATION SERVER IS RUNNING**

Restart the Lexmark Solutions Application Server service on the LDD server.

## Unable to add new devices using LMC

### **MAKE SURE THAT YOUR PRINTER HAS SUFFICIENT LICENSES**

- 1 From LMC, click the **System** tab, and then select **Licenses**.
- 2 Check if the licenses of your printer are added on the server and are not expired.

**Note:** If you have not purchased licenses or if the licenses are expired, then contact your Lexmark Technical Program Manager.

## **“Out of Policy” error message still appears even after multiple tries to update the policy**

The licenses may not be configured to allow the number of devices in the group. Contact your Lexmark Technical Program Manager to determine the number of printers for which licensing was purchased.

## **“Unsupported Device” error message appears when installing a badge reader to the printer**

### **MAKE SURE THAT THE APPROPRIATE DRIVER IS INSTALLED ON THE PRINTER**

If you do not know the driver that is required, then check another working printer in the environment or contact Lexmark Help Desk.

## **“Unable to Read Badge Data” error message appears when swiping the badge**

### **MAKE SURE THE BADGE READER HAS THE CORRECT CONFIGURATION FILE**

If you do not know the required configuration file, then check another working printer in your environment or contact Lexmark Help Desk.

## **Print jobs released by the users do not appear in the print queue**

### **MAKE SURE THAT THE LEXMARK UNIVERSAL PRINT DRIVER IS INSTALLED AND THE PORT IS CONFIGURED TO THE PRINT MANAGEMENT SERVER**

For more information, contact Lexmark Help Desk.

### **MAKE SURE THAT THE DOCUMENT NAME AND THE USER ID ARE CORRECT AND THAT THE USER WAS NOT LOGGED IN USING A DIFFERENT USER ID WHEN PRINTING**

For more information, see [“Viewing and managing print queues” on page 12.](#)

### **MAKE SURE THAT THE BADGE ID IS REGISTERED TO THE CORRECT USER ID**

For more information, see [“Registering badge IDs” on page 14.](#)

## An error has occurred when swiping the badge

### **MAKE SURE THAT THE BADGE ID IS REGISTERED TO THE PRINT MANAGEMENT CONSOLE**

For more information, see [“Registering badge IDs” on page 14](#).

### **RESTART THE PRINTER**

The card reader may be having issues that require the printer to be restarted.

## Page count is inaccurate

### **MAKE SURE THAT THE PRINT JOBS ARE NOT SENT UNTIL THEY ARE FINISHED SPOOLING**

- 1 From the printer folder, right-click your printer, and then click **Printer properties** or **Properties**.
- 2 Click the **Advanced** tab, and then select the following check boxes:
  - **Spool print documents so program finishes printing faster.**
  - **Start printing after last page is spooled.**
- 3 Click **OK**.

**Note:** Print Management page count tracking is for trending purposes only and is not designed for billing.

# Appendix

## Contacting Lexmark Help Desk

When contacting Lexmark Help Desk, make sure that you have the following information to expedite handling of issues:

- The PIN of your company, if provided.
- The version of LDD your printer is currently connected to.

To obtain the version, do the following:

- 1 Access Lexmark Management Console from your Web browser.
- 2 From the top section of the page, click **About**.

- The version of the Print Management solution you are currently using.

To obtain the version, do the following:

- 1 Access Lexmark Management Console from your Web browser.
- 2 Click the **Solutions** tab, and then select **PrintReleasev2** in the Solutions section.
- 3 From the Tasks section, select **Summary**, and then find the version section.

## Understanding Print Management database fields

Usage data field	Description
ID	This is the unique ID referenced to a job.
SITE	This is where the job was submitted.
USERID*	This is the name of the user who submitted the job. This matches the Windows user ID.
SUBMITIP	This is the IP address of the printer where the job was submitted.
PRINTJOBNAME	This is the name assigned to a print job.
SUBMITDATE	This is the date and time the print job was submitted.
FINALDATE	This is the date and time the print job was released.
FINALACTION*	This indicates the job performed by the user. <ul style="list-style-type: none"> <li>• <b>P</b>—This indicates that a print job was released.</li> <li>• <b>D</b>—This indicates that a job was deleted.</li> <li>• <b>C</b>—This indicates that a copy job was released.</li> <li>• <b>F</b>—This indicates that a fax job was released.</li> <li>• <b>E</b>—This indicates that an e-mail job was released.</li> <li>• <b>T</b>—This indicates that an FTP job was released.</li> <li>• <b>S</b>—This indicates that a scan job was released to a network.</li> </ul>
FINALSITE	This is the printer where the job was released.

\* Basic Print Management supports tracking for releasing and deleting of print jobs only. The solution tracks other standard printer functions if authentication is used to access the function and if you purchased the tracking option.



Usage data field	Description
NUMPAGES	This is the number of pages a job contains.
RELEASEIP	This is the IP address of the printer where the job was released.
RELEASEUSERID	This is the name of the user or delegate who released the job.
RELEASEMETHOD	<p>This indicates how a job was tracked, released, or deleted.</p> <p><b>PRINT</b></p> <ul style="list-style-type: none"> <li>T—This indicates that a print job was released outside of a Print Management queue.</li> <li>P—This indicates that a print job was released by a user.</li> <li>W—This indicates that a print job was released from Print Management Console (PMC).</li> <li>D—This indicates that a print job was released through a Print Management queue.</li> </ul> <p><b>COPY</b></p> <ul style="list-style-type: none"> <li>T—This indicates that a copy job was released from LMC.</li> </ul> <p><b>E-MAIL</b></p> <ul style="list-style-type: none"> <li>T—This indicates that an e-mail job was released from LMC.</li> </ul> <p><b>FAX</b></p> <ul style="list-style-type: none"> <li>T—This indicates that a fax job was released from LMC.</li> <li>S—This indicates that a fax job was released through a fax feature of the printer.</li> <li>R—This indicates that a fax job was submitted through a fax feature of the printer.</li> </ul> <p><b>FTP</b></p> <ul style="list-style-type: none"> <li>T—This indicates that an FTP job was released through an FTP.</li> </ul> <p><b>SCAN TO NETWORK</b></p> <ul style="list-style-type: none"> <li>T—This indicates that a scan job was sent to a network.</li> </ul> <p><b>DELETE</b></p> <ul style="list-style-type: none"> <li>W—This indicates that a print job was deleted from PMC.</li> <li>U—This indicates that a print job was deleted from the printer.</li> <li>A—This indicates that a print job was automatically deleted from the queue or has expired.</li> </ul>
PRINTJOBCOLOR	<p>This shows whether a job was printed in color or in black and white.</p> <ul style="list-style-type: none"> <li>• Y—This indicates that a job was printed in color.</li> <li>• N—This indicates that a job was printed in black and white.</li> </ul>
PRINTJOBDEX	<p>This shows whether a job was printed on one or both sides of the page.</p> <ul style="list-style-type: none"> <li>• S—This indicates that a job was printed on one side of the page.</li> <li>• N—This indicates that a job was printed on both sides of the page.</li> </ul>
PRINTJOBPAPERSIZE	This indicates the size of the paper used for the print job.
RELEASEMODEL	This is the model name of the printer for the print job.
<p>* Basic Print Management supports tracking for releasing and deleting of print jobs only. The solution tracks other standard printer functions if authentication is used to access the function and if you purchased the tracking option.</p>	

Usage data field	Description
RELEASEMODELTYPE	This indicates the type of printer used for the print job. <ul style="list-style-type: none"> <li>• <b>C</b>—This indicates that the job was printed using a color printer.</li> <li>• <b>M</b>—This indicates that the job was printed using a mono printer.</li> <li>• <b>U</b>—This indicates that the job was printed using an unknown printer.</li> </ul>
RELEASEHOSTNAME	This indicates the IP address of the printer where the job was released.
DESTINATION	This is where e-mail and fax jobs were sent.
PROFILE	This shows the profile executed to complete the job.
CUSTOM1	This refers to the additional information from a defined LDAP attribute.
CUSTOM2	
CUSTOM3	
* Basic Print Management supports tracking for releasing and deleting of print jobs only. The solution tracks other standard printer functions if authentication is used to access the function and if you purchased the tracking option.	

## Solutions Setting Index

Item	Can be local	Values	Description
Site	Y	<any text string>	This is the descriptor for the name of the site tracked in a print job. Typically, this is used only when the solution is used across customer locations.
User Authentication	Y	Provided by Device* Badge Badge with Database Lookup Badge with LDAP Lookup PIN with Database Lookup PIN with LDAP Lookup Userid Only Userid/Password Custom	This determines the method used for authenticating user IDs.  <b>Notes:</b> <ul style="list-style-type: none"> <li>• If Badge Auth eSF or PKI/CAC application is installed and used, then set it to <b>Provided by Device</b>.</li> <li>• Database Lookup setting is used if the badges or PIN values are stored in the database tables.</li> <li>• Active Directory or LDAP is used for LDAP options.</li> <li>• Userid/Password and Userid Only require users to enter their credentials in the printer control panel.</li> <li>• Custom refers to a custom authentication script.</li> </ul>
Y This refers to the item that is in the local solutions settings and can be defined per printer group. * This refers to the default value of a setting.			

Item	Can be local	Values	Description
Alternate Badge Login	Y	Disabled Userid/Password* PIN with Database Lookup PIN with LDAP Lookup	This is an authentication method where the badges are the primary login and the users are allowed to enter their credentials manually. <b>Note:</b> This method does not work if Badge Auth eSF is installed.
Register New Badge Users		Disabled* Enabled	This allows users to enter their LDAP credentials, if prompted, to register their badges for the first time. <b>Note:</b> This setting does not work if Badge Auth eSF is installed.
Badge Prompt		<any text string> Please Swipe Your Badge*	This shows the message displayed on the screen before the users enter their credentials. <b>Note:</b> This setting does not work if Badge Auth eSF is installed.
Touchscreen - Print All	Y	Disabled* Enabled	This allows users to select the "Print All" option. <b>Note:</b> This setting applies only to touch-screen printers.
Keypad Only - Job Release	Y	User selects from the list* Print all jobs	This determines whether a user is allowed to scroll and select a print job or to print all print jobs after authenticating.
Keypad Only - User Options*	Y	Print Only* Print and Delete	This allows users to selectively delete a print job. <b>Note:</b> This setting applies only to non-touch-screen printers.
Keypad Only - Print All	Y	Disabled* Enabled	This allows users to select all print jobs. <b>Note:</b> This setting applies only to non-touch-screen printers and if "Keypad Only - Job Release" is set to <b>User selects from the list</b> .
Job Display Order		Date Printed (Descending)* Date Printed (Ascending)	This determines whether print jobs are displayed in descending or ascending order.
Job Print Order		Date Printed (Descending)* Date Printed (Ascending)	This determines whether released print jobs are displayed in descending or ascending order.
Directory for Print Jobs		<any network or local path> c:\lexmark\printrelease*	This is where print jobs were held or saved.
Username for Print Job Directory		<any text string>	This is the name of the user granted with read and write privileges to the directory specified in Directory for Print Jobs. <b>Note:</b> If a domain account is used, then the user name is written as <b>&lt;domain; username&gt;</b> .

Y This refers to the item that is in the local solutions settings and can be defined per printer group.

\* This refers to the default value of a setting.

Item	Can be local	Values	Description
Password for Print Job Directory		<any text string>	This is the password assigned to the user granted with read and write privileges to the directory specified in Directory for Print Jobs.
Directory for Encrypted Print Jobs		<any network or local path> c:\lexmark\printrelease*	This is where encrypted print jobs are saved. The administrator uses PrintCryption or smart cards to encrypt the print jobs.
Job Encryption Method		Device Certificate* User Certificate	This indicates the certificate used to decrypt encrypted print jobs before the jobs are released. <ul style="list-style-type: none"> <li>• Select <b>Device Certificate</b> if PrintCryption is used.</li> <li>• Select <b>User Certificate</b> if smart cards are used.</li> </ul>
Delete Unprinted Jobs After Specified Hours		1–168 10*	This indicates the number of hours the printer waits before a print job is deleted.
Delete Printed Jobs After Specified Hours		1–24 0*	This indicates the number of hours the printer waits before a released and kept job for reprinting is deleted. <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• <b>0</b> disables reprinting.</li> <li>• Any value from 1 to 24 enables reprinting.</li> </ul>
Function Access		Disabled* By Userid By Group	This determines whether certain printer functions are accessed by user or group.
User Quotas		Disabled* By Userid By Group	This determines the number of quota a user or group is set for print and copy job.
Quota Duration		Monthly* Yearly	This determines whether quotas are measured on a monthly or yearly basis.
Default User Total Quota		<any positive integer value> 0*	This indicates the initial number of pages the user is allowed to print or copy.
Default User Color Quota		<any positive integer value> 0*	This indicates the initial number of pages the user is allowed to print or copy in color.
Default User Allow		Yes* No	This indicates whether a user is allowed to print in color.
Quota for Group Members		By Group* By User	This determines if an administrator can override the quotas for individual users or all users in a group. <p><b>Note:</b> This setting only applies when User Quotas is set to <b>By Group</b>.</p>

Y This refers to the item that is in the local solutions settings and can be defined per printer group.

\* This refers to the default value of a setting.

Item	Can be local	Values	Description
Show Copy Quota Remaining		Never* Before Copy Job After Copy Job	This determines whether users are notified of their remaining allowable number of times to copy.
Reset Quotas		Reset All Totals* Remove All users	This determines whether to reset the quotas or remove the users from the quota table. <b>Note:</b> This setting works only if the ResetQuotas script is configured.
Alternate Release Locations		Disabled* Enabled	This determines whether a user is allowed to release a job to another printer.
Enable Printing from Unix/Novell		Yes No*	This determines whether a user can perform advanced processing of the incoming jobs released from a Unix, Linux, OSX, or Novell print queue environment.
LDAP Server		<any text string>	This is the LDAP server used for authentication.
LDAP Port		389* 636 3268 3269	This indicates the network port used by the LDAP server. <ul style="list-style-type: none"> <li>• 389 is the standard LDAP port</li> <li>• 636 is the standard LDAP port with SSL</li> <li>• 3268 is the Global Catalog</li> <li>• 3269 is the Global Catalog with SSL</li> </ul>
LDAP Use SSL		Yes No*	This determines whether Print Management uses SSL when querying LDAP.
LDAP Login Username		<any string>	This is the user ID used when logging in to the LDAP server.
LDAP Login Password		<any string>	This is the password used when logging in to the LDAP server.
LDAP Userid Type		Principal Name* Distinguished Name	This is the user ID format used for LDAP login credentials.
LDAP Principal Domain		<any text string>	This indicates the domain name used in LDAP. <b>Note:</b> This domain name is used when LDAP Userid Type is set to <b>Principal Name</b> .
LDAP Search Base	<b>Y</b>	<any text string>	This is the LDAP search base used with LDAP queries.
LDAP Use Advanced Config File		Yes No*	This specifies whether the LDAP system requires LDD to use an Advanced Config File.
LDAP Userid Attribute		<any text string>	This is the name of the LDAP field containing the user IDs.

**Y** This refers to the item that is in the local solutions settings and can be defined per printer group.

\* This refers to the default value of a setting.

Item	Can be local	Values	Description
LDAP Badgeid Attribute		<any text string>	This is the name of the LDAP field containing the badge numbers. <b>Note:</b> This setting is required if User Authentication is set to <b>Badge with LDAP Lookup</b> .
LDAP PinID Attribute		<any text string>	This is the name of the LDAP field containing the PIN numbers. <b>Note:</b> This setting is required if User Authentication is set to <b>PIN with LDAP Lookup</b> .
LDAP Email Attribute		<any text string> mail*	This is the name of the LDAP field containing users' e-mail addresses. <b>Note:</b> This setting is required if any of the advanced e-mail features is used.
LDAP Home Directory Attribute		<any text string> homeDirectory*	This is the name of the LDAP field containing users' home directories. <b>Note:</b> This setting is required if Scan to Network profile and destination settings are configured in User's Home Directory.
LDAP Custom Attribute 1		<any text string>	This setting is used only when users have additional LDAP attributes in tracked usage data.
LDAP Custom Attribute 2			
LDAP Custom Attribute 3			
Copy - Return to Copy Screen		Yes No*	This determines whether the printer allows users to return to the copy home screen after a copy job completes.
Copy - Warning Threshold		0 - 999	This indicates the number of copies that a user requires to confirm before the copy job was released. <b>Notes:</b> <ul style="list-style-type: none"> <li>• 999 is the factory default setting.</li> <li>• 0 disables this feature.</li> </ul>
Copy - Copy Center Threshold		<any integer>	This determines the number of pages allowed on a single copy job. <b>Notes:</b> <ul style="list-style-type: none"> <li>• If the number of pages exceeds the maximum, then a prompt informing users to use the Copy Center appears, and then the users can not proceed with the copy job.</li> <li>• 0 is the factory default setting.</li> </ul>
<p>Y This refers to the item that is in the local solutions settings and can be defined per printer group.</p> <p>* This refers to the default value of a setting.</p>			

Item	Can be local	Values	Description
Copy Center Error Message		<any text string> This job is too large to be processed on this device. It must be sent to the Copy Center.*	This shows an error message when the number of pages exceeds to the maximum number of pages set in Copy - Copy Center Threshold.
Email - From Source		LDAP* Database Device	This indicates what e-mail address to use when sending an e-mail from a printer. <b>Notes:</b> <ul style="list-style-type: none"> <li>• LDAP and Database use the user's e-mail address.</li> <li>• Device uses the e-mail address configured in the printer e-mail settings.</li> </ul>
Email - User can only send to self		Yes No*	This determines whether users send e-mails to themselves or to any other e-mail addresses.
Email - Send User a copy		Yes* No	This determines whether users receive a copy of e-mail jobs released.
Email - Track Destination		Yes No*	This determines whether to track the e-mail addresses in the "TO" field every time an e-mail job completes.
Email - Send Thru		MFP* Server	This determines whether the user sends an e-mail from a printer or an LDD server.
Email - Return to Email Screen		Yes No*	This determines whether the printer allows users to return to the e-mail home screen after an e-mail job completes.
Email - Maximum Attachment Size		<any integer>	This determines the maximum size of the file in megabyte a user can attach to an e-mail. <b>Notes:</b> <ul style="list-style-type: none"> <li>• 0 is the factory default setting. Setting it to 0 disables the checking of the attachment.</li> <li>• If the size of the file exceeds the maximum, then the user can not proceed with the e-mail job.</li> </ul>
Email - Maximum Size Error Message		<any text string> The attachment exceeds the maximum allowed size set by your email system; the email cannot be sent.*	This shows an error message when the size of the file exceeds to the maximum size set in Email - Maximum Attachment Size.
Fax - Track Destination		Yes No*	This determines whether the printer tracks fax destination numbers every time a fax job completes.

**Y** This refers to the item that is in the local solutions settings and can be defined per printer group.

**\*** This refers to the default value of a setting.

Item	Can be local	Values	Description
Scan to Network - Destination		User's Home Directory* File Share File Share + Userid File Share + LDAP Attribute Database Lookup	This determines the type of destination path when scanning to a network.
Scan to Network - File Share	Y	<any network or local path>	This specifies the destination path from any of the File Share options set in Scan to Network - Destination.
Scan to Network - Subfolder		<any text string>	This specifies the network destination subfolder.
Scan to Network - Create Directory		No* Yes - Create Only Yes - Create and Set Permissions	This determines whether the printer automatically creates a directory if the network destination path set by the user does not exist.
Scan to Network - Authentication		User Service Account* Prompt User for Password	This specifies what type of authentication the printer does when scanning to a network.
Scan to Network - Domain		<any text string>	This determines the network domain used when scanning to a network.
Scan to Network - Userid		<any text string>	This determines the name of the user who sends the job to a network. <b>Note:</b> This setting only applies if Scan to Network - Authentication is set to <b>Use Service Account</b> .
Scan to Network - Password		<any text string>	This determines the password assigned to the user who sends the job to a network. <b>Note:</b> This setting only applies if Scan to Network - Authentication is set to <b>Use Service Account</b> .
Scan to Network - Default Filename		<any text string> Scan*	This specifies the name of the document sent to a network.
Scan to Network - Append Timestamp		Yes* No	This determines the date and time appended to a document when sent to a network.
Scan to Network - Prompt to Scan More		Yes No*	This determines whether the user chooses to scan again after scanning to a network completes. <b>Note:</b> No lets users to return to the scan to network home screen.
Track Device Hostname		Yes* No	This determines whether the printer host name or IP address is recorded with the usage data.
Print - Duplex Check for Page Counts		Disabled Enabled*	This determines whether to record the printer performing the advanced checking of jobs printed on both sides of the page.

Y This refers to the item that is in the local solutions settings and can be defined per printer group.

\* This refers to the default value of a setting.



Item	Can be local	Values	Description
Print File Operations		Use Standard Method* Use Alternate Method	This determines whether the printer saves the file in a standard or alternate method.
Use Device Usage for Print Stats		Yes No*	This determines whether to use the printer to track print jobs. <b>Note:</b> Setting this to <b>Yes</b> lets LDD not to record print jobs to usage data.
User Server Time for Device Usage		Yes No*	This determines whether the printer time is used for usage data. <b>Note:</b> No lets you record LDD server time for usage data.
Job Separator	<b>Y</b>	Disabled* Enabled	This determines whether the printer places a sheet of paper between pages.
Show Print Status		Disabled Enabled*	This lets you show a status message on the screen when printing a job.
<p><b>Y</b> This refers to the item that is in the local solutions settings and can be defined per printer group.</p> <p>* This refers to the default value of a setting.</p>			

## Understanding standard reports

### Usage by device (PR\_DeviceUsageReport.jasper)

Report field	Description
Device IP	The IP address of the printer where you released the job
Output Volume (Total)	The total number of print and copy jobs released
Print (Total)	The total number of print jobs released
Print (Color)	The total number of jobs printed in color
Print (Mono)	The total number of jobs printed in black and white
Print (Duplex)	The total number of jobs printed on both sides of the paper
Copy	The total number of copy jobs released
Email	The total number of e-mail jobs released
Fax	The total number of fax jobs released
Scan	The total number of jobs sent to a network
FTP	The total number of jobs sent to an FTP address

## Usage by device host name (PR\_DeviceUsageReport\_Hostname.Jasper)

**Note:** The host name is obtained through DNS query. If the host name is not configured in DNS, then the IP address will be used as substitute.

Report field	Description
Device Name	The name of the printer where you released the job
Output Volume (Total)	The total number of print and copy jobs released
Print (Total)	The total number of jobs printed
Print (Color)	The total number of jobs printed in color
Print (Mono)	The total number of jobs printed in black and white
Print (Duplex)	The total number of jobs printed on both sides of the paper
Copy	The total number of copy jobs released
Email	The total number of e-mail jobs released
Fax	The total number of fax jobs released
Scan	The total number of jobs sent to a network
FTP	The total number of jobs sent to an FTP address

## Usage by device IP address and model name (PR\_DeviceUsageReport\_IPModel.jasper)

Report field	Description
Device IP	The IP address of the printer where you released the job
Model	The model name of the printer where the users released the job
Output Volume (Total)	The total number of print and copy jobs released
Print (Total)	The total number of print jobs released
Print (Color)	The total number of jobs printed in color
Print (Mono)	The total number of jobs printed in black and white
Print (Duplex)	The total number of jobs printed on both sides of the paper
Copy	The total number of copy jobs released
Email	The total number of e-mail jobs released
Fax	The total number of fax jobs released
Scan	The total number of jobs sent to a network
FTP	The total number of jobs sent to an FTP address

## Usage by device IP address, model name, and model type (PR\_DeviceUsageReport\_IPModelType.jasper)

Report field	Description
Device IP	The IP address of the printer where you released the job
Model	The model name of the printer where you released the job
Output Volume (Total)	The total number of print and copy jobs released
Print (Total)	The total number of print jobs released
Print (Color)	The total number of jobs printed in color
Print (Mono)	The total number of jobs printed in black and white
Print (Duplex)	The total number of jobs printed on both sides of the paper
Copy	The total number of copy jobs released
Email	The total number of e-mail jobs released
Fax	The total number of fax jobs released
Scan	The total number of jobs sent to a network
FTP	The total number of jobs sent to an FTP address

## Detailed print report by user (PR\_DetailPrintReportByUser.jasper)

Group header	
User	The name of the user who released the print job
Total Print	The total number of pages printed
Report field	Description
Device Address	The IP address of the printer where you released the print job
Print Job Name	The name of the print job defined by the submitting system and extracted from the print job header
Print (Total)	The total number of print jobs released
Color	Determines whether a job is printed in color
Duplex	Determines whether a job is printed on both sides of the paper
Paper Size	The size of the paper selected at the time the print job was released

## Detailed print report by host name (PR\_detailPrintReportByUser\_Hostname.jasper)

Group header	
User	The name of the user who released the job
Total Print	The total number of pages printed

Report field	Description
Hostname	The host name of the printer where you released the job
Print Job Name	The name of the print job defined by the submitting system and extracted from the print job header
Print (Total)	The total number of print jobs released
Color	Whether a job is printed in color
Duplex	Whether a job is printed on both sides of the paper
Paper Size	The size of the paper selected at the time the job was released

### Detailed print report by printer IP address, model name, and model type (PR\_detailPrintReportByUser\_IPMMT.jasper)

Group header	
User	The name of the user who released the print job
Total Print	The total number of pages printed
Report field	Description
Device IP	The IP address of the printer where you released the print job
Model	The model name of the printer where you released the print job
Model Type	The model type of the printer where you released the print job
Print Job Name	The name of the print job defined by the submitting system and extracted from the print job header.
Print (Total)	The total number of print jobs released
Color	Determines whether a job is printed in color
Duplex	Determines whether a job is printed on both sides of the paper
Paper Size	The size of the paper selected at the time the print job was released

### Detailed print report by printer IP address and model type (PR\_detailPrintReportByUser\_IPModelType.jasper)

Group header	
User	The name of the user who released the print job
Total Print	The total number of pages printed
Report field	Description
Device IP	The IP address of the printer where you released the print job
Model Type	The model type of the printer where you released the print job
Print Job Name	The name of the print job defined by the submitting system and extracted from the print job header

Report field	Description
Print (Total)	The total number of print jobs released
Color	Determines whether a job is printed in color
Duplex	Determines whether a job is printed on both sides of the paper
Paper Size	The size of the paper selected at the time the print job was released

### Color or mono printing report by user (PR\_ColorMonoByUser.jasper)

Report field	Description
User	The name of the user who released the print job
Print (Total)	The total number of print jobs released
Print (Mono)	The total number of jobs printed in black and white
Print (Color)	The total number of jobs printed in color

### Usage report defined in Custom1 field (PR\_[custom1]UsageReport.jasper)

Group header	
Custom1	The variable name defined as attribute for grouping users in LDAP database
Report field	Description
User	The name of the user who released the job
Copy	The total number of copy jobs released
Email	The total number of e-mail jobs released
Fax	The total number of fax jobs released
Print (Total)	The total number of print jobs released
Print (Mono)	The total number of jobs printed in black and white
Print (Color)	The total number of jobs printed in color
Print (Duplex)	The total number of jobs printed on both sides of the paper

### Single-sided or two-sided printing report by user (PR\_simplexDuplexByUser.jasper)

Report field	Description
User	The name of the user who released the job
Print (Total)	The total number of print jobs released
Print (Simplex)	The total number of jobs printed on one side of the paper
Print (Duplex)	The total number of jobs printed on both sides of the paper

### Top or bottom 20 users report by print count (PR\_top20PRINTUser.jasper or PR\_bottom20PRINTUser.jasper)

Report field	Description
User	The name of the user who released the print job
Print (Total)	The total number of print job a user released
% of Total	The percentage of print job a user released against the total number of print job all users released

### Top or bottom 20 users report by copy count (PR\_top20COPYUser.jasper or PR\_bottom20COPYUser.jasper)

Report field	Description
User	The name of the user who released the copy job
Page Count (Total)	The total number of copy job the user released
% of Total	The percentage of copy job a user released against the total number of copy job all users released

### Top or bottom 20 users report by e-mail count (PR\_top20EMAILUser.jasper or PR\_bottom20EMAILUser.jasper)

Report field	Description
User	The name of the user who released the e-mail job
Page Count (Total)	The total number of e-mail job a user released
% of Total	The percentage of e-mail job a user released against the total number of e-mail job all users released

### Top or bottom 20 users report by scan to network count (PR\_top20SCANUser.jasper or PR\_bottom20SCANUser.jasper)

Report field	Description
User	The name of the user who sent the scan job to a network
Page Count (Total)	The total number of scan job the user sent to a network
% of Total	The percentage of scan job a user sent to a network against the total number of scan job all users sent to a network

### Top or bottom 20 users report by fax count (PR\_top20FAXUser.jasper or PR\_bottom20FAXUser.jasper)

Report field	Description
User	The name of the user who released the fax job
Page Count (Total)	The total number of fax job the user released
% of Total	The percentage of fax job a user released against the total number of fax job all users released

### Deleted pages report by user (PR\_pageDeletedByUser.jasper)

Report field	Description
User	The name of the user who deleted the jobs
Page Count (Total)	The total number of all deleted jobs
Deleted User	The total number of jobs the user deleted
Deleted System	The total number of jobs the system automatically deleted
% of Total	The percentage of jobs the user and the system deleted against the total number of all deleted jobs

# Notices

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November 2014

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