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# Xerox<sup>®</sup> Phaser 4622

## System Administrator Guide



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# Contents

## 1 Introduction

Welcome .....	2
Who should use this Guide? .....	2
Machine Models .....	3
Xerox Phaser 4622.....	3
Control Panel Overview .....	4

## 2 Machine Connection

Connection Ports .....	6
Front View .....	6
Rear View .....	7
Interface Ports .....	7
Initial Connection .....	8
Administrator Access .....	8
Configure Ethernet Settings.....	8
Printing a Configuration Report .....	9
CentreWare Internet Services .....	11

## 3 Network Installation

Network PING Test .....	14
TCP/IP .....	15
Configure Static Addressing using the Machine.....	15
Configure Dynamic Addressing .....	16
Configure TCP/IP Settings using CentreWare Internet Services .....	17
Service Location Protocol (SLP) .....	21
Simple Service Discovery Protocol (SSDP) .....	22
Windows Internet Name Service (WINS).....	23
AppleTalk.....	25
NetWare.....	26
NDPS/NEPS .....	26
NWAdmin.....	26
Unix.....	28
HP-UX Client (Version 10.x) .....	28
Solaris 2.x.....	30
SCO .....	31
Linux CUPS.....	32
Linux LPR via PrintTool.....	34
Linux LPRng.....	35

Cloning .....	36
Procedure .....	36
Clone a Machine.....	36
Install Clone File to another Device .....	36
Cloning Using TFTP.....	37
Wireless Networking.....	38
Procedure .....	38
Configure Wireless LAN settings .....	38
SMTP.....	39
WSD.....	40
<b>4 Printer Drivers</b>	
Windows Printing.....	42
LPR Printing .....	42
Internet Printing Protocol (IPP) Port.....	44
Raw TCP/IP Printing (Port 9100).....	46
Airprint .....	48
AppleTalk Printing .....	49
USB Printing (Windows 2003/XP/Vista or later) .....	51
Configure your Printer Driver .....	52
Configure the Windows Printer Driver.....	55
Bi-Directional Communication.....	55
Manual Printer Driver Configuration .....	56
Apple Mac .....	57
TCP/IP Printing (OSX and OS9) .....	57
AppleTalk Printing (OS9) .....	58
Configure your Apple Mac Printer Driver.....	59
UNIX .....	60
Printer Driver Options.....	61
Enable/Disable the Banner Sheet .....	61
<b>5 Network Accounting</b>	
Overview.....	64
Information Checklist.....	65
Enable and Configure Network Accounting.....	66
Enable Network Accounting in your Printer Driver.....	66
Test Network Accounting .....	69
<b>6 Security</b>	
Security @ Xerox .....	72
Xerox Secure Access .....	73
Overview .....	73
Information Checklist.....	73
Configure Xerox Secure Access on the Device.....	74
Use Secure Access .....	75

Administrator and Key User Accounts.....	76
Overview.....	76
Information Checklist.....	76
Configure the Administrator Account.....	76
Configure the Key User Account.....	76
Disable Security Settings Reset.....	77
Configure Access Rights.....	77
802.1X Authentication.....	78
Overview.....	78
Information Checklist.....	78
Enable 802.1X.....	78
Image Overwrite Security.....	80
Overview.....	80
On Demand Image Overwrite (ODIO).....	80
Immediate Image Overwrite.....	81
IP Filtering.....	83
Overview.....	83
IP Sec.....	85
Audit Log.....	86
Enable and Download the Audit Log.....	86
View the Audit Log File.....	86
Machine Digital Certificate Management & Trusted Certificate Authorities.....	89
SNMP.....	93
SNMPv3.....	95
<b>7 Smart eSolutions</b>	
Overview.....	98
Information Checklist.....	99
SMart eSolutions.....	100
Device Communication Status.....	100
Meter Assistant™.....	102
To Enable Meter Assistant™ - Meter E-mail Alerts.....	102
Supplies Assistant™.....	104
Maintenance Assistant.....	105
<b>8 CentreWare Internet Services</b>	
Overview.....	108
Information Checklist.....	108
Enable HTTP on the Machine.....	108
Access CWIS.....	109
Network Factory Default button.....	109

Status .....	110
Alerts .....	111
Trays .....	111
Consumables .....	112
SMart eSolutions .....	112
Jobs .....	113
Active Jobs .....	113
Personal and Secure Jobs .....	113
Saved Jobs .....	114
Completed Jobs .....	114
Print .....	115
Properties .....	116
Description .....	116
Tray Settings .....	116
Alert Notification .....	117
Date and Time .....	119
Power Management .....	120
Billing and Counters .....	120
Usage Counters .....	121
Enabling/Disabling USB ports .....	121
Printing Services .....	121
Maintenance .....	124
Support .....	125
<b>9 Software Upgrade</b>	
Overview .....	128
When should I upgrade the software? .....	128
How do I upgrade the software? .....	128
Manual Upgrade using CentreWare Internet Services .....	129
Manual upgrade using CentreWare Internet Services .....	129
Manual upgrade using a USB flash drive .....	131
Information Checklist .....	131
Procedure .....	131
<b>10 Troubleshooting</b>	
Problem Solving Procedure .....	134
Network Accounting .....	135
Printing .....	136
Connectivity .....	137
Saved Jobs .....	139
<b>A Appendix</b>	
Management Information Base (MIB) .....	142

## Index

# Introduction

# 1

- [Welcome](#) on page 2
- [Machine Models](#) on page 3
- [Control Panel Overview](#) on page 4

# Welcome

WELCOME to the Xerox Phaser 4622.

## Who should use this Guide?

This Guide is intended for System Administrators who need to install, setup and manage printers and other services on their network.

To use the procedures in this Guide effectively, System Administrators must have previous experience working in a network environment and must possess Supervisor, Administrator, Account Operator, or equivalent rights to the network. They must also have prior knowledge of how to create and manage network user accounts.



# Machine Models

The Xerox Phaser 4622 is a mono laser printer. The features and functions available on your machine depend on the model you have purchased.

## Xerox Phaser 4622

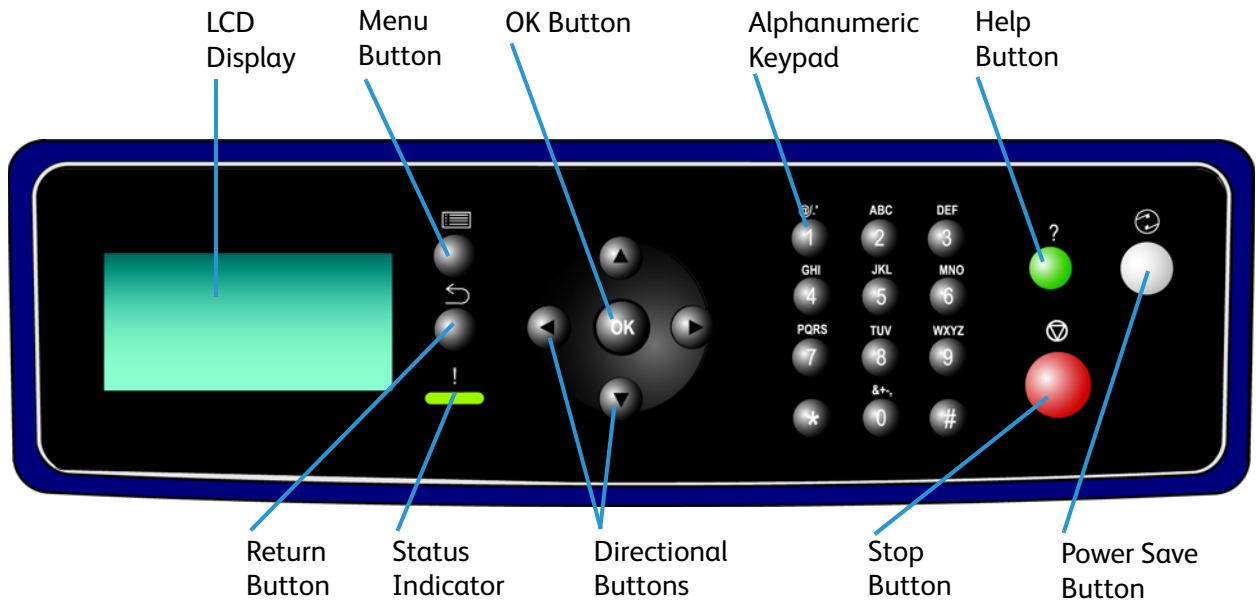
The Xerox Phaser 4622:

- Supports printing from a USB flash drive and has the capability of storing print files on the machine.
- Prints at 55 pages per minute for Letter size paper or 52 pages per minute for A4 size paper.
- Prints at 65 pages per minute for Letter size paper or 62 pages per minute for A4 size paper.
- Supports a Document Feeder, Paper Tray and Bypass Tray are also provided and 2-sided printing is supported.

Features	Phaser 4622
Direct / Network Printing	Standard
Paper Tray 1(Bypass)	Standard
Paper Tray 2	Standard
Paper Tray 3, 4, 5 and 6	Optional
Stand (see note)	Optional
Duplex Assembly	Standard
HCF	Optional
Finisher	Optional
USB flash drive support	Standard
Hard Drive	Optional
System Memory (256MB)	Standard
Additional Memory (512MB)	Optional
Wireless LAN Enabled	Optional
Mailbox	Optional

**Note** The type of stand available depends on the configuration.

# Control Panel Overview



# Machine Connection

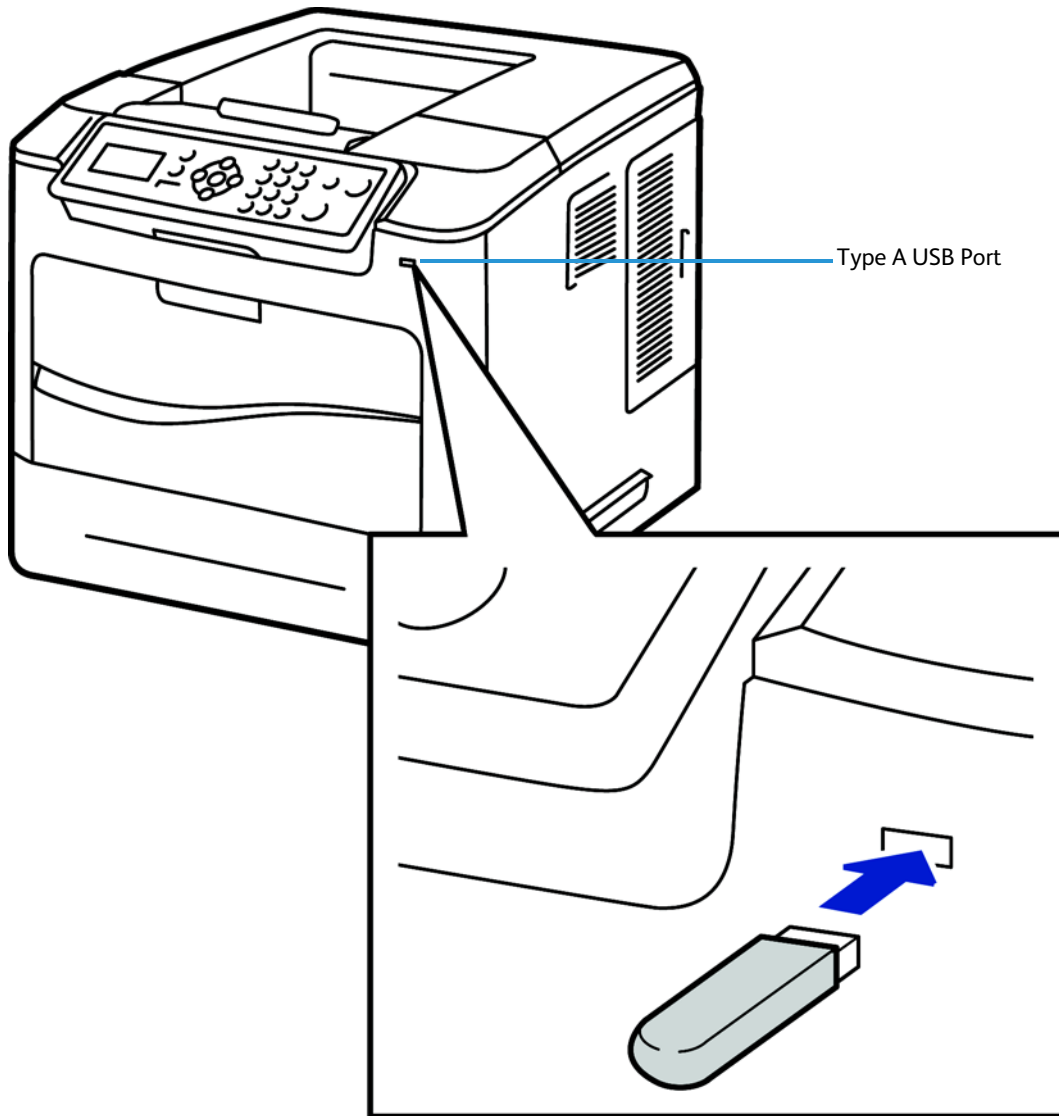
# 2

This chapter shows you how to connect your machine to a network and configure Ethernet settings.

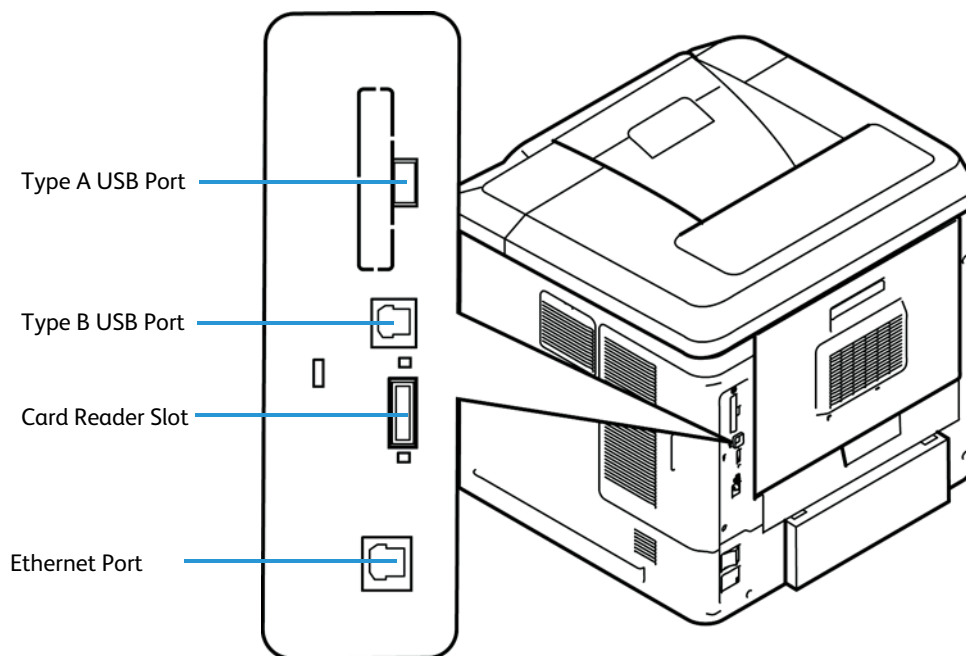
- [Connection Ports](#) on page 6
- [CentreWare Internet Services](#) on page 11

# Connection Ports

## Front View



## Rear View



## Interface Ports

### Front

#### USB 2.0 Port

This port is provided for connection to a USB flash drive and is used as an input port for printing jobs and performing software upgrades.

### Rear

#### Card Reader Slot for the Configuration Card.

By changing the configuration card a failed printer's network identity can be transferred to a replacement printer in a quick and simple manner or when a machine is inoperable its configuration can be temporarily transferred to a working machine of the same model.

#### Type A and Type B USB Ports

These ports are used to allow direct printing and firmware upgrades.

## Ethernet Port - 10/100/1000 Mbps

The machine is compatible with TCP/IP, SMB, LPD, AppleTalk, NetWare, IPP, HTTP, DHCP, LDAP, SNMP, DNS and Port 9100. It supports an Ethernet connector as a standard feature, and wireless connectivity as an option.

## Initial Connection

Follow these steps to physically connect your machine to the network:

1. **Connect the Power Cable**  
Ensure that the machine is connected to a suitable power supply and that the power cord is fully plugged into the electrical outlet.
2. **Connect the Ethernet Cable**  
Connect a 10/100/1000 BaseT Ethernet cable to the Ethernet port on the left side of the machine and the other end of the cable to your network port.
3. **Power on the machine**  
The Power On button is located on the left side of the machine, to the left as you face the machine.
4. **Complete the Steps shown by the Installation Wizard**  
If this is the first time the machine has been powered on, the Installation Wizard will run.

## Administrator Access

The **Tools** menu provides access to the Administrator Tools area. Administrator access is required to change settings such as network information on the machine.

1. Press the **Menu** button on the Control Panel.
2. Use the arrow buttons to select **Tools**. Press the **OK** button.
3. Enter the Administrator's *Password*. The default is **1111**.
4. Press the **OK** button.

## Configure Ethernet Settings

The Ethernet interface options available are:

1. Auto
2. 10 Mbps Full-Duplex
3. 100 Mbps Full-Duplex
4. 1000 Mbps Full-Duplex (Gigabit)
5. 10 Mbps Half-Duplex
6. 100 Mbps Half-Duplex

When **Auto** is selected, the machine detects the communication speed automatically and adjusts its settings accordingly. In most cases **Auto** should be the Ethernet setting.

AppleTalk, NetWare and TCP/IP protocols ethernet can be switched automatically according to the applied ethernet transmission protocol.

The Ethernet interface will automatically detect the speed of your network. The machine supports hub/switch speeds of:

- Auto
- 10 Mbps Full-Duplex
- 100 Mbps Full-Duplex
- 1000 Mbps Full-Duplex
- 10 Mbps Half-Duplex
- 100 Mbps Half-Duplex

### Setting the Ethernet speed at the machine

1. Press the **Menu** button on the machine and select **Tools**.
2. Enter the Administrator's *Password*. The default is **1111**.
3. Press the **OK** button.
4. Select **Setup** and press the **OK** button.
5. Select **Network Settings** and press the **OK** button.
6. Select **Ethernet Speed** and press the **OK** button.
7. Select the ethernet speed to match the speed set on your hub or switch and press the **OK** button.
8. Press the **Menu** button to exit the **Tools** menu.
9. Power off and power on the machine.

### Setting the Ethernet Speed using CentreWare Internet Services

1. At your Workstation, open your web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Physical Connections** link.
6. Click on the **Ethernet** Link.
7. Select the ethernet speed to match the speed set on your hub or switch.
8. Press **Apply** to save the change.

### Printing a Configuration Report

Follow these steps to print a Configuration Report:

1. Press the **Menu** button on the Control Panel.
2. Select **Information** and press the **OK** button.
3. Select **Information Pages** and press the **OK** button.
4. Select **Configuration Page** and press the **OK** button.

## Machine Connection

5. Enter the Administrator's *Password*. The default is **1111** and press the **OK** button
6. Confirm printing by selecting **Yes** and pressing the **OK** button.
7. Press the **Menu** button to return to the status screen.



# CentreWare Internet Services

CentreWare Internet Services is the embedded HTTP server application that resides in the machine. Internet Services allows Administrators to change network and system settings on the machine from the convenience of their desktops.

Many features available on your machine will need to be set via the machine and the CentreWare Internet Service.

Many of the features available within Internet Services will require an Administrator Username and Password. The default Username is **admin** and the default Password is **1111**.

## System Configuration

To use CentreWare Internet Services, you need to enable both TCP/IP and HTTP on the machine. See [Configure Static Addressing using the Machine](#) on page 15, or [Configure Dynamic Addressing](#) on page 16.

## Access CentreWare Internet Services

To view the CentreWare internet services **Status** screen:

1. At your Workstation, open the Web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter** or click on the **Go** button. For example:



## Setup HTTP

The Internet Services HTTP screen enables the System Administrator to specify the Keep Alive Timeout, Maximum Connections, Port Number and Secure HTTP (SSL) settings.

1. At your Workstation, open the web browser and enter the *TCP/IP Address* of the machine in the Address bar and press **Enter**.
2. Click on the **Properties** tab.
 

**Note** If prompted, enter the Administrator's User Name **admin** and Password **1111**, and click **OK**.
3. Click on the **Connectivity** link.
4. Click on the **Protocols** link.
5. Click on the **HTTP** link.

6. The **Keep Alive Timeout** setting determines how long the machine's Internet Services pages will wait for a response from a connected user before terminating the connection. Enter the required number of seconds (1 - 60) in the **Keep Alive Timeout** entry box.

**Note** Generally, a user being connected to the machine using Internet Services for an extended period will slow down and tie up connections. **Keep Alive Timeout** controls the number of seconds that connections remain open from the HTTP server side without any requests from the client reaching the server.

7. The **Maximum Connections** setting is the maximum number of simultaneous connections that are allowed to Internet Services at any one time. In the **Maximum Connections** entry box, enter a number from 8 - 32 to indicate the maximum number of clients that can be connected (for example, with open sockets) to the HTTP server.
8. Change the HTTP **Port Number** if required. The default is 80.
9. Select the **Require SSL** option as the HTTP Security Mode.  
**Note** The machine must have a Machine Digital Certificate configured to enable Secure HTTP - see *Machine Digital Certificate Management & Trusted Certificate Authorities on page 91*.
10. Click on the **Apply** button to accept the changes.
11. Click on the **OK** button when the confirmation message box appears.

## Change the Administrator Password

It is recommended that you change the default administrator password to a more secure password, so this Xerox machine is not compromised.

To change the admin password:

1. At your Workstation, open your web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.

**Note** If prompted, enter the Administrator's User Name **admin** and Password **1111**, and click **OK**.

4. Click on the **Security** link.
5. Click on the **Security Settings** link.
6. Click on the **Administrator Accounts** tab.
7. Enter the new admin password in both the **Password** and **Verify Password** fields.

**Note** Do not forget the password or you could be completely locked out of the system, requiring a Service call.

8. Click **Apply**.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111** and click on **Login**.
9. Click on the **OK** button when the confirmation message box appears.

# Network Installation

# 3

This chapter explains how to setup the machine to operate in the following environments:

- [Network PING Test](#) on page 14
- [TCP/IP](#) on page 15
- [Service Location Protocol \(SLP\)](#) on page 21
- [Simple Service Discovery Protocol \(SSDP\)](#) on page 22
- [Windows Internet Name Service \(WINS\)](#) on page 23
- [AppleTalk](#) on page 25
- [NetWare](#) on page 26
- [Unix](#) on page 28
- [Cloning](#) on page 36
- [Wireless Networking](#) on page 38
- [SMTP](#) on page 41
- [WSD](#) on page 42

## Network PING Test

Ping is a computer network administration utility used to test whether a particular host is reachable across an Internet Protocol (IP) network and to measure the round-trip time for packets sent from the local host to a destination computer, including the local host's own interfaces.

### Procedure

1. Press the **Menu** button on the machine and select **Tools**.
2. Enter the Administrator's *Password*. The default is **1111** and press the **OK** button
3. Select **Setup** and press the **OK** button.
4. Select **Network Settings** and press the **OK** button.
5. Select **Network Ping Test** and press the **OK** button.
6. Select either **IPv4 Address**, **IPv6 Address** or **Host Name** and press the **OK** button.
7. Enter the Address to ping using the alphanumeric keypad and press the **OK** button.
8. The screen displays pinging and will display, in milliseconds, the time taken for ping packets to be returned.

**Note** Press the OK button to cancel the Ping Test.

9. If the **Packets Received** is greater than zero then network connectivity has been established.
10. On the display, scroll down to **Exit** and press the **OK** button.

# TCP/IP

These instructions describe how to configure the following via CentreWare Internet Services:

- TCP/IP v4 and v6
- Domain Name
- DNS
- Zero Configuration Networking

The device supports TCP/IP versions 4 and 6. IPv6 can be used instead of or in addition to IPv4.

IPv4 Settings can be configured directly at the device user interface, or remotely, via a web browser using Internet Services. IPv6 can only be configured using Internet Services. To configure TCP/IP Settings using CentreWare Internet Services, See Configure TCP/IP Settings using CentreWare Internet Services on page 17.

## Configure Static Addressing using the Machine

### Information Checklist

Before starting the installation procedure, please ensure that the following items are available and/or the tasks have been performed:

- **Existing operational network** utilizing the **TCP/IP protocol**.
- Ensure that the **machine is connected to the network**.
- **Static IP Address** for the machine.
- **Subnet Mask Address** for the machine.
- **Gateway Address** for the machine.
- **Host Name** for the machine.

### Procedure

#### Enter a Static IP Address

1. Press the **Menu** button on the machine and select **Tools**.
2. Enter the Administrator's *Password*. The default is **1111** and press the **OK** button
3. Select **Setup** and press the **OK** button.
4. Select **Network Settings** and press the **OK** button.
5. Select **TCP/IPv4** and press the **OK** button.
6. Select **Static** and press the **OK** button.
7. Select **IP Address** and press the **OK** button.
8. Use the arrow keys to set the static IP address, then press **OK**.
9. Use the arrow keys to set the Subnet mask address, then press **OK**.
10. Use the arrow keys to set the Gateway address, then press **OK**.
11. Press the **Menu** button to exit the Tools menu.

## DNS Configuration

1. Press the **Menu** button on the machine and select **Tools**.
2. Enter the Administrator's *Password*. The default is **1111** and press the **OK** button
3. Select **Setup** and press the **OK** button.
4. Select **Network Settings** and press the **OK** button.
5. Select **TCP/IPv4** and press the **OK** button.
6. Select **Static** and press the **OK** button.
7. Select **Primary DNS Address** and press the **OK** button.
8. Use the arrow keys to set the IP address of the primary DNS server, then press **OK**.
9. Select **Secondary DNS Address** and press the **OK** button.
10. Use the arrow keys to set the IP address of the secondary DNS server, then press **OK**.

**Note** An additional alternative DNS address can be set via CentreWare Internet Services.

**Note** If DHCP is enabled, the Alternate DNS server information is not available as a feature summary.

It is recommended that you change the default administrator password to a more secure password, so this Xerox device is not compromised.

## Configure Dynamic Addressing

### Information Checklist

Before starting the installation procedure, please ensure that the following items are available and/or the tasks have been performed:

1. **Existing operational network** utilising the **TCP/IP protocol**.
2. **DHCP or BOOTP Server** should be available on the network.
3. Machine should be **connected to the network via Ethernet Cable**.

### Procedure

#### Installation via DHCP (Dynamic Host Configuration Protocol)

DHCP is enabled on the machine by default. If the machine is connected to the network, the TCP/IP information will be configured when the machine is powered on and no further configuration is required.

1. **Print a Configuration Report** to verify that the information was assigned correctly. Follow the steps on page 9

#### Installation via BOOTP or DHCP

Ensure your machine is connected to the network with Ethernet cabling.

1. At your Workstation, open your web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.

3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Click on the **TCP/IP** tab.
7. In the **General** section, select the required Dynamic Addressing method:
  - **BOOTP**.
  - **DHCP**.
8. Click **Apply**.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111** and click on **Login**.
9. Click on the **OK** button when the confirmation message box appears.

## Configure TCP/IP Settings using CentreWare Internet Services

### IPv4

1. At your Workstation, open the Web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Select **TCP/IP** from the directory tree.
7. **IPv4** is the default protocol. Ensure that in the **TCP/IP** section the **Enabled** checkbox is checked.  
**Note** If you deselect the **Protocol Enabled** checkbox you will not be able to access Internet Services. TCP/IP must then be enabled from the device's user interface.
8. Enter a unique **Host Name** for your machine.
9. Select the desired method for obtaining a dynamic IP address from the **IP Address Resolution** drop down list or select **Static** to give the machine a static IP address.
10. If **Static** has been selected, type the IP addresses that apply in **Machine IP Address**, **Subnet Mask**, and **Gateway Address**.

**Note** If BOOTP or DHCP address resolution mode is selected, you cannot change the IP address, Subnet Mask, or default gateway. Select **Static** if you wish to disable dynamic addressing.

### Domain Name

11. Enter a valid **Domain Name**.

### DNS Configuration

12. Enter an IP address for the **Preferred DNS Server**. Enter an IP address for **Alternate DNS Servers 1** and **2**.
13. Check the box to enable **Dynamic DNS Registration**.

**Note** If your DNS Server does not support dynamic updates there is no need to enable DDNS.

### Zero-Configuration Networking

14. Select the **Self Assigned Address** enabled box to allow the machine to assign itself an IP address of 169.254.x.x. This is useful in situations where the device cannot connect to the DHCP server to obtain an IP address.
15. Select the **Multicast DNS** enabled box if you want to enable the device to perform DNS queries over IP Multicast. This is essential for the Apple Rendezvous protocol to map a host name to an IP address, used to advertise the services of the device.
16. Click on **Apply** to accept the changes.

### IPv6

1. At your Workstation, open the Web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Select **TCP/IP** from the directory tree.
7. Scroll down the page to **TCP/IPv6** area, for the **Protocol** click the **Enabled** checkbox.

### Stateless Addresses

The Link-Local Address and Global Address are automatically populated.

### Default DHCP (Dynamic Host Configuration Protocol) Settings

The device performs auto-address DHCP configuration every time it powers up. This is used for neighbour discovery and address resolution on the local IPv6 subnet. However, you can choose to use manual configuration, automatic configuration or a combination of automatic and manual configuration.

8. Select one of the following options:
  - **Use DHCP as directed by a router** - this option is fully automatic. The DHCPv6 Address will be obtained and displayed on the screen.
  - **Always Enable DHCP** - this option is fully automatic. The DHCPv6 Address will be obtained and displayed on the screen.
  - **Never use DHCP** - when this option is selected, you must configure the Manual Address Options and DNS separately.

### Manual Address Options

The device can be configured with up to 4 manual IPv6 addresses.

9. Click the **Enabled** checkbox for **Manual Address** if required.
10. The **Router Prefix** is derived from router advertisements. Select a router address prefix from the list supplied in the **Router Prefix** menu to populate the prefix for manual entry address.



**DNSv6**

11. Enter a valid **IPv6 Domain Name**.
12. Enter an IP address for the **Primary DNSv6 Server Address**. Enter an IP address for **Secondary DNSv6 Server Address**.
13. Check the box to enable **Dynamic DNSv6 Registration**.

**Note** If your DNS Server does not support dynamic updates there is no need to enable DDNS.

14. Scroll down the page and click on the **Apply** button to save the changes.

**Test Access**

1. At your Workstation, open the Web browser, In the *TCP/IP Address* bar, enter “http://” followed by the Internet address of the machine. Then press the **Enter** key on the keyboard.

**Note** If you use the domain name to specify the machine, use the following format.

http://myhost.example.com

**Note** If you use the IP address to specify the machine, use one of the following formats depending on your machine configuration. The IPv6 format is supported on Windows Vista or later only. An IPv6 address needs to be enclosed in square brackets.

IPv4: http://xxx.xxx.xxx.xxx

IPv6: http://[xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx]

**Note** If you have changed the port number from the default port number “80”, append the number to the Internet address as follows. In the following examples, the port number is 8080.

Domain name: http://myhost.example.com:8080

IPv4: http://xxx.xxx.xxx.xxx:8080

IPv6: http://[xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx]:8080

2. Verify that the home page of CentreWare Internet Services is displayed.

The CentreWare Internet Services installation process is now completed.

**Note** If the Accounting feature is enabled, you may be required to enter a user ID and passcode (if one is set up).

**Note** When your access to CentreWare Internet Services is encrypted, enter “https://” followed by the Internet address, instead of “http://”.

- Automatically Configured Gateway Address – Displays the automatically configured gateway address.

**Domain Name:**

- Domain Name – Displays the domain name.

**DHCP/DDNS:**

- Release Registration – Allows DHCP resources to be released when the machine is powering down. This is a display-only item and shows “Enabled”.

**Zero-Configuration Networking:**

- **Self Assigned Address (IPv4)** – Allocates an IPv4 address without using a DHCP server. This check box is selected when IP Address Resolution is set to Autonet. This is a display-only item.
- **Self Assigned Address (IPv6)** – Displays “Enabled”. This is a display-only item.

# Service Location Protocol (SLP)

SLP is a protocol that provides a flexible and scalable framework for providing hosts with access to information about the existence, location, and configuration of networked services. SLP is useful in enterprise networks.

To change the configuration of the Service Location Protocol (SLP) Service Agent for the printer:

1. At your Workstation, open the Web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Click on the **SLP** link.
7. Check the **Enable** Checkbox.
8. Enter the required parameters for the SLP configuration:
  - Directory Agent
  - Scope 1
  - Scope 2
  - Scope 3
  - Message Type
  - Multicast Radius
  - SLP MTU
  - Registration Lifetime
9. Click the apply button to save the changes.

# Simple Service Discovery Protocol (SSDP)

SSDP provides a mechanism which network clients can use to discover network services.

To enable SSDP:

1. At your Workstation, open the Web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Click on the **SSDP** link.
7. Check the **Enable** Checkbox.
8. Set the SSDP Time-To-Live (TTL) to a value between 1 and 60 hops.
9. Click the apply button to save the changes.

## Windows Internet Name Service (WINS)

WINS settings enable the printer to register its IP name and address so other devices on the network can refer to it by name.

To enable SSDP:

1. At your Workstation, open the Web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Click on the **WINS** link.
7. Check the **Enable** Checkbox.
8. Enter the primary and secondary WINS server IP addresses.
9. Click the apply button to save the changes.

## SNMP Configuration

Allows you to configure the following options when accessing the machine via SNMP v1/v2c.

### SNMP Properties:

Protocol Enable – Allows you to enable or disable the SNMP v1/v2c protocols.

Edit SNMP Properties – Displays the page which allows you to set the following SNMP v1/v2c properties.

### Community Names:

- **GET Community Name (Read Only)** – Enter the community name used for display.
- **SET Community Name (Read/Write)** – Enter the community name used for display and update.

### Default Trap Community Name:

- **TRAP Community Name** – Enter the trap notification community name.

### Authentication Failure Generic Traps:

- **Enable** – When the Authentication Failure Generic Trap is enabled, this machine will generate a trap for every SNMP request that is received by the machine which contains an invalid community name.

### IP Trap Destination Address:

- **IP Address:** Enter the IPv4 address of the SNMP agent that you are setting up to receive traps.
- **UDP Port Number:** Enter the UDP port number of the SNMP agent.

### Traps:

- **TRAP Community Name:** Enter the trap community name of the SNMP agent.
- **Trap to be Received:** Select the types of traps to receive from the SNMP agent

## SNMPv3 Configuration

Allows you to configure the following options when accessing the machine via SNMP v1/v2c.

- **Context name:** enter the name that allows the SNMPv3 agent to identify the management information associated with the machine.
- **User Name:** enter the username required for SNMPv3 authentication.
- **Authentication Password:** enter the password required for SNMPv3 authentication.
- **Algorithm:** Select the algorithm to be used to encrypt the user authentication information. MD5 or SHA may be used but the algorithm must match that used by the SNMPv3 agent.
- **Privacy password:** enter the password required for SNMPv3 packet encryption authentication.
- **Algorithm:** displays the algorithm used for packet encryption, in the case of SNMPv3 this is the DES encryption method.

# AppleTalk

## Information Checklist

Before starting the installation procedure, please ensure that the following items are available and/or the tasks have been performed:

1. **Existing operational AppleTalk network.**
2. **AppleTalk Name** to assign to your printer.
3. **AppleTalk Zone** (if used) where your printer will reside.

## Procedure

### Setup AppleTalk via CentreWare Internet Services

1. At your Workstation, open the Web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Click on the **AppleTalk** link.
7. Check the **Enable** Checkbox.
8. Enter the **Printer Name** in the field.
9. Select an AppleTalk **Zone** from the drop down menu.
10. Click the **Apply** button to save the changes.
11. The **Physical Connection** and **Printer Type** fields are populated automatically.

### Enable AppleTalk at the machine

1. Press the **Menu** button on the machine and select **Tools**.
2. Enter the Administrator's *Password*. The default is **1111** and press the **OK** button.
3. Select **Setup** and press the **OK** button.
4. Select **Network Settings** and press the **OK** button.
5. Select **AppleTalk** and press the **OK** button.
6. Select **On** and press the **OK** button.
7. Press the **Menu** button to exit the Tools menu.

# NetWare

## NDPS/NEPS

Novell® Distributed Print Services (NDPS) / Novell® Enterprise Print Services (NEPS) allow Administrators to manage print resources centrally from anywhere on the network.

The Xerox NDPS/NEPS Solution allows you to use Novell NDPS/NEPS with many models of Xerox printers.

Refer to [www.xerox.com](http://www.xerox.com) for installation procedures and to download the Xerox NDPS Solution.

## NWAdmin

### Information Checklist

Before starting the installation procedure, please ensure that the following items are available and/or the tasks have been performed:

1. **Existing operational NetWare network.**
2. **Login to a NetWare file server/tree as Supervisor/Administrator** or have the equivalent privileges.
3. Ensure that the **machine is connected to the network** via Ethernet cable.
4. **Setup a Print Server object using NWADMIN.** Refer to the documentation supplied by Novell to complete this task. Record precisely (observe upper and lower case, dot notation etc.) the NDS Tree, NDS Context Name, frame type, Print Server Name and the Print Server password assigned. If your printer services queues on multiple file servers, the Print Server name and password must be the same on all file servers.

### Procedure

1. At your Workstation, open the Web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Click on the **NetWare** link.
7. Check the **Enable** Checkbox.
8. Select the required **Frame Type** from the drop-down menu.
9. Enter a **Queue Poll Interval** of between 1 and 240 seconds into the field.
10. Enter the name you assigned to your print server into the **Printer Server Name** field.
11. Enter the print server password, in the correct case you recorded when you setup your print server into the **Print Server Password** and **Re-type New Print Server Password** fields.



12. Check the **Select to save new password** box to ensure that the password is saved.
13. Enter a directory tree and context for the machine in the **NDS Tree** and **NDS Context** fields.
14. Novell suggests using typeful names when entering *Name Context* and *Directory Service Tree* information, for example: **cn=contextname.ou=organization.o=company.c=country**.
15. Enter the hostname of the server that contains the Bindery in the **Primary File Server** field.
16. Check the **Enable** box to enable Service Advertising Protocol and enter a SAP frequency of between 15 and 300 seconds into the **SAP Frequency** field.
17. Click the **Apply** button to save the changes.

# Unix

## HP-UX Client (Version 10.x)

HP-UX workstations require specific installation steps to communicate with the machine. The machine is a BSD-style UNIX printer, whereas HP-UX is a System V-style UNIX.

**IMPORTANT** All UNIX commands are case sensitive, so enter the commands exactly as they are written.

### Information Checklist

Before starting the installation procedure, please ensure that the following items are available and/or the tasks have been performed:

1. **Existing operational network** utilising the **TCP/IP protocol**.
2. Ensure that the **machine is connected to the network**.
3. **Static IP Address** for the machine.
4. **Subnet Mask Address** for the machine.
5. **Gateway Address** for the machine.
6. **Host Name** for the machine.

### Procedure

1. Follow the steps on page 15 then return to this page.

### Configure the Client

1. Add the machine *Host Name* to the **etc/hosts** file on the HP-UX workstation.
2. Ensure that you can ping the machine from the HP-UX workstation.
3. Use either the **GUI** method or the **tty** methods as detailed below:

#### GUI Method

1. Open a **Command** window from the Desktop.
2. Enter **su** to access **Super User mode**.
3. Enter **sam** to start the **System Administrator Manager (SAM)**.
4. Click on the **Printers and Plotters** icon.
5. Click on **lp spooler**.
6. Click on **Printers and Plotters**.
7. Click on **Actions: Add Remote Printer/Plotter....**
8. Enter the following information into the **Add Remote Printer/Plotter** form:
  - a. Printer Name: ***printer name***.  
Where ***printer name*** is the name of the queue being created.
  - b. Remote System Name: ***hostname***.  
Where ***hostname*** is the machine hostname from the **/etc/hosts** file.

- c. Click on **Remote Printer is on a BSD System**.
  - d. Click on **OK** to complete the form.
9. Click on **Yes** at the **Configure HP UX Printers Subpanel** screen. This screen may be obscured by the **Add Remote Printer/Plotter** form.
  10. Click on **File: Exit**.
  11. Click on **File: Exit Sam**.
  12. Enter **Exit** to exit **Super User mode**.
  13. Test the queue created, by entering the command:
 

**Note** `lp -d queuename /etc/hosts`.
  14. Verify that the job prints at the machine.

### tty Method

1. Enter **su** to access **Super User mode**.
2. Enter **sh** to run the **Bourne shell**.
3. Enter **lpshut** to stop the print service.
4. Create the print queue by typing (on the same command line):
 

**Note** `lpadmin -pqueuename> -v/dev/null -mrmrcmodel -ocmrcmodel -osmrsmode -ob3 -orc -ormhostname -orlp`

Where ***queuename*** is the name of the queue being created and ***hostname*** is the machine hostname.

5. Enter **lp sched** to start the print service.
6. Enter **enable *queuename*** to enable the queue to print to the machine.
7. Enter **accept *queuename*** to the queue accepting jobs from the HP-UX workstation.
8. Enter **Exit** to exit the **Bourne shell**.
9. Enter **Exit** to exit **Super User mode**.
10. Test the queue created, by entering the command:
 

**Note** `lp -d queuename /etc/hosts`.
11. Verify that the job prints at the machine.

## Solaris 2.x

### Information Checklist

Before starting the installation procedure, please ensure that the following items are available and/or the tasks have been performed:

1. **Existing operational network** utilising the **TCP/IP protocol**.
2. Ensure that the **machine is connected to the network**.
3. **Static IP Address** for the machine.
4. **Subnet Mask Address** for the machine.
5. **Gateway Address** for the machine.
6. **Host Name** for the machine.

### Procedure

1. Follow the steps on page 15, then return to this page.

#### Configure the Client

1. Add the machine printer *Host Name* to the **etc/hosts** file.
2. Ensure that you can ping the machine.
3. Use either the **GUI method** or the **tty method** as detailed below:

#### GUI Method

1. Open a command window from the Desktop.
2. Enter **su** to access **Super User mode**.
3. Enter **admintool** to run the **System Administrator Tool**.
4. Click on **Browse:Printers**.
5. Click on **Edit:Add:Access to Printer...**
6. Enter the following information into the **Access to Remote Printer** form:
  - a. Printer Name: **queuename**.  
Where **queuename** is the name of the queue being created.
  - b. Print Server: **hostname**.  
Where **hostname** is the machine hostname from the **/etc/hosts** file.
  - c. Click on **OK** to complete the form.
7. Enter **sh** to run the **Bourne shell**.
8. Enter the command: **lpadmin -p queuename -s hostname !lp** to modify the remote queuename.
9. Enter **Exit** to exit the **Bourne shell**.
10. Enter **Exit** to exit **Super User mode**.
11. Test the queue created, by entering the command:  
**Note** `lp -d queuename /etc/hosts`.
12. Verify that the job prints at the machine.

**tty Method**

1. Enter **su** to access **Super User mode**.
2. Enter **sh** to run the **Bourne shell**.
3. Define the machine as a BSD style printer, by entering the command:  
lpsystem -t bsd hostname

**Note** Where **hostname** is the machine hostname from the **/etc/hosts** file.

4. Create the queue, by entering the command:  
lpadmin -p queuename -s hostname -T unknown -I any

**Note** Where **queuename** is the name of the queue being created.

5. Enter **Exit** to exit the **Bourne shell**
6. Enter **Exit** to exit **Super User mode**.
7. Test the queue created, by entering the command:

**Note** **lp -d queuename /etc/hosts**.

8. Verify that the job prints at the machine.

**SCO**

SCO UNIX workstations require specific installation steps to communicate with the machine. The machines are BSD-style UNIX printers, whereas SCO is a System V-style UNIX.

**Information Checklist**

Before starting the Installation procedure, please ensure that the following items are available and/or the tasks have been performed:

1. **Existing operational network** utilising the **TCP/IP protocol**.
2. Ensure that the **machine is connected to the network**.
3. **Static IP Address** for the machine.
4. **Subnet Mask Address** for the machine.
5. **Gateway Address** for the machine.
6. **Host Name** for the machine.

**Procedure**

1. Follow the steps on page 15, then return to this page.

**Configure the Client**

1. Add the machine printer hostname to the **etc/hosts** file on the SCO workstation.
2. Ensure that you can Ping the machine from the SCO workstation.  
Perform the following steps to create a machine print queue on a SCO UNIX workstation using either the GUI or the TTY method.

## GUI Method

1. Log in as root.
2. From the main desktop, select the icons **System Administration: Printers: Printer Manager**.
3. Click on **Printer: Add Remote: UNIX...**
4. Enter the following information into the **Add Remote UNIX Printer** form:
  - a. Host: **hostname**.  
Where **hostname** is the machine Host Name from the **/etc/hosts** file.
  - b. Printer: **name of the queue being created**.  
For example: dc xxxq.
  - c. Click on **OK** to complete the form.
5. Click on **OK** in the **Message** window.
6. Click on **Host:Exit**.
7. Click on **File: Close this directory**.
8. Click on **File: Close this directory**.
9. Click on **Save** in the **Warning Confirmation** window.
10. Enter **Exit** to log out of root account.
11. Open Unix Window.

## tty Method

1. Enter **su** to access **Super User mode**.
2. Enter **rlpconf** to create a printer.
3. Enter the following information:
4. Printer Name: **queuename**
5. Remote Printer: **r**
6. Hostname: **hostname**
7. If the information has been entered correctly, enter **y**
8. Click on **Enter** to accept the default for a non-SCO remote printer.
9. Click on **Enter** to accept the default for non-default printer.
10. Click on **Enter** to start the process for adding a queue.
11. Enter **q** to quit the **rlconf** program.

## Linux CUPS

### Static Addressing

#### Information Checklist

Before starting the Installation procedure, please ensure that the following items are available and/or the tasks have been performed:

1. See Chapter 3, Configure Static Addressing using the Machine, [Information Checklist](#) on page 15.
2. Linux operating system that supports printtool.

**Note** Not all distributions of Linux support printtool.

**Procedure**

1. Follow the steps in Chapter 3, Configure Static Addressing using the Machine, [Procedure](#) on page 15, then return to this page.

**Create the Print Queue**

1. Ensure that the Common UNIX Printing System (CUPS) is installed and started on your client.

**Note** The latest version of CUPS is available at [cups.org](http://cups.org).

2. Open the web browser from your Workstation.
3. Enter **http://127.0.0.1:631/printers** in the Address bar.
4. Press **Enter**.
5. Click on **Add Printer**.
6. The **Authorization** dialog box will appear.
7. Enter the **root** and the **root password**.
8. In the **Add New Printer** screen enter a name for the printer.
9. Enter a location and description for the printer (optional).
10. Click on **Continue**.
11. In the **Device** menu, click on **Internet Printing Protocol**.
12. Click on **Continue**.
13. Enter **ipp://hostname/ipp/printername**.
 

**Note** Where *hostname* is the hostname of the Xerox machine and *printername* is the printer name of the Xerox machine.
14. Click on **Continue**.
15. Click on **Xerox** in the **Make** menu.
16. Click on **Continue**.
17. Select the correct driver in the **Driver** menu.
18. Click on **Continue**.
19. The Printer Added Successfully message will appear.

**Dynamic Addressing****Information Checklist**

See Chapter 3, Configure Dynamic Addressing, [Information Checklist](#) on page 16.

**Procedure**

**IMPORTANT** Follow the steps on page 16, then return to this page.

Click on **BOOTP** in step 7.

**Create the Print Queue**

20. Follow the steps above in [Create the Print Queue](#) on page 34.

## Linux LPR via PrintTool

### Static Addressing

#### Information Checklist

Before starting the Installation procedure, please ensure that the following items are available and/or the tasks have been performed:

1. Linux operating system that supports PrintTool.

**Note** Not all distributions of Linux support PrintTool.

#### Procedure

1. See Chapter 3, Configure Static Addressing using the Machine, [Information Checklist](#) on page 15.

#### Create the Print Queue

2. Log in, at the Linux Client, as root in a terminal.
3. Enter **printtool**.
4. The **Red Hat Linux Print System Manager** will launch.
5. Click on the **Add**.
6. The **Add a Printer Entry** window will appear.
7. Click on **Remote Unix (lpd) Queue**.
8. Click on **OK**.
9. The **Edit Remote Unix (lpd) Queue Entry** window will appear.
10. Enter the name of your **Print Queue** in the **Names** area.
11. The **Spool directory** is the directory where print jobs are stored and is a subdirectory of **/var/spool/lpd**. Add the name of the print queue to the end of the subdirectory path.
12. Ensure that the **File Limit** reads **0**.
13. In the **Remote Host** area, enter the *IP Address* of the Xerox machine.
14. In the **Remote Queue** area, enter the **Print Queue Name** from step 10.
15. **DO NOT** click on the **Input Filter** option.
16. Leave the default **Suppress Headers** selected.
17. Click on **OK**.
18. The printer should now be listed in the **Red Hat Linux Print System Manager** window. Click on the **lpd** menu.
19. Click on **Restart lpd**.
20. Click on the **PrintTool** menu.
21. Click on **Exit** to close the program.
22. To allow access to the printer, edit the **/etc/hosts** table to list the client system.
23. Edit and create the **/etc/hosts.lpd** file to list the client system.



## Dynamic Addressing

### Procedure

**IMPORTANT** Follow the steps on page 16, then return to this page.

Click on **BOOTP** in step 9.

### Create the Print Queue

24. Follow the steps above in [Create the Print Queue](#) on page 34.

## Linux LPRng

### Static Addressing

#### Information Checklist

Before starting the Installation procedure, please ensure that the following items are available and/or the tasks have been performed:

1. Linux operating system that supports PrintTool.

**Note** Not all distributions of Linux support PrintTool.

#### Procedure

1. See Chapter 3, Configure Static Addressing using the Machine, [Information Checklist](#) on page 15.

### Create the Print Queue

1. Open the **LPRngTool** from the Linux Client.
2. Click on the **Add**.
3. In the **Names** area, enter a name for your print queue.
4. The spool directory is the directory where print jobs are stored and is a subdirectory of **/var/spool/lpd**. Add the name of the print queue to the end of the subdirectory path.
5. In the **Hostname/IP of Printer** area, enter the **hostname** or *IP Address* of the Xerox machine.
6. Click on **OK**.
7. Click on **Exit** to close the program.
8. To allow access to the printer, edit the **/etc/hosts** table to list the client system.
9. Edit and create the **/etc/hosts.lpd** file to list the client system.

## Dynamic Addressing

### Procedure

**IMPORTANT** Follow the steps on page 16, then return to this page.

Click on **BOOTP** in step 9.

10. Follow the steps above in [Create the Print Queue](#).

# Cloning

Cloning enables you to conveniently copy the settings of one machine and transfer them to another machine. Groups of settings can be cloned, depending on the optional services installed on the machine. It is not possible to use cloning to install additional services.

**Note** Any jobs in the print queue must be allowed to complete or be deleted before performing a software upgrade.

## Procedure

1. **Clone a Machine** - select and save the features or settings.

**Note** A **Configuration Cloning File** is created and saved with the extension **.dlm** (downloadable module).

2. **Install the Clone File onto another Machine** - using CentreWare Internet Services.

**Note** The features and settings are transferred and applied to the recipient machine.

## Clone a Machine

1. Within the **General Setup** area of CentreWare Internet Services, click on **Cloning**.
2. You have one of the following cloning options:
  - a. **All features** - DO NOT deselect any checkboxes.
  - b. **Specific features** - deselect the checkboxes next to the feature(s) that you DO NOT want to clone.
3. Click on **Clone**.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111** and click on **Login**.
4. A **Cloning.dlm** link will appear. Right-click on the link and click on **Save Target As**.
5. A dialog box will prompt you to specify the name and location for the cloned file. Ensure that the extension reads **.dlm**.  
**Note** You can save the Clone file onto a laptop or PC.
6. Click on **Save**. The **.dlm** file can now be used to clone other machines.

## Install Clone File to another Device

**NOTE:** This procedure will cause the machine to reboot. It will be unavailable over the network for several minutes.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **General Setup** link.
5. Click on the **Cloning** link.

6. In the **Install Clone File** area, click on the **Browse** button.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111** and click on **Login**.
7. Click on the **.d1m** cloning file located on the laptop or PC.
8. Click on **Open**.
9. Click on **Install** to submit the file to the machine.

The machine will not be available over the network for several minutes.

## Cloning Using TFTP

This feature provides a mechanism for delivering a created configuration file from a network server to the printer via TFTP. On power up a device with TFTP enabled shall attempt to run a configuration file (clone file) from a TFTP server.

To use this feature a TFTP server must be installed and running on your network with a clone file saved to the TFTP root directory.

### To configure TFTP settings:

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Click on the **TFTP** link.
7. Click the checkbox to enable TFTP.
8. The TFTP Server Name and Boot File Name can be entered directly into the fields or they can be acquired using DHCP options 66 and 67. This will overwrite the values saved from the CWIS TFTP settings page.
9. To setup options 66 and 67 go to your DHCP server and open your Server Manager. **Go to DHCP > your server name > Scope Options**.
10. Under 066 Boot Server Host Name enter the host name of the machine running the TFTP server. Under 067 Bootfile Name enter the name of the clone file saved in your TFTP root directory.

# Wireless Networking

The Phaser 4622 can be fitted with an optional wireless network card to allow print jobs to be submitted via a wireless network.

## Procedure

1. **Install the wireless network card** - refer to the kit instructions.
2. **Configure Wireless LAN settings** - select and save the features or settings.

## Configure Wireless LAN settings

Before configuring wireless networking, ensure that the machine is located in an area where a strong wireless signal will be detected.

1. Press the **Menu** button on the machine and select **Tools**.
2. Enter the Administrator's *Password*. The default is **1111** and press the **OK** button
3. Select **Setup** and press the **OK** button.
4. Select **Network Settings** and press the **OK** button.
5. Select **Wireless** and press the **OK** button.
6. Select **Wireless Settings** and press the **OK** button.
7. Select **Wizard** and press the **OK** button. Wait while the machine detects any available wireless networks.
8. Select the wireless network you wish to connect the machine to and press the **OK** button.
9. Enter the WPA key and press the **OK** button or, if the network uses WEP encryption:
  - a. Select the authentication key type to use and press the **OK** button.
  - b. Enter the Open System or Shared WEP Key and press the **OK** button.
10. The machine should now connect successfully to the wireless network.
11. Press the **Menu** button to exit the Tools menu.
12. To test wireless connectivity, perform a network ping test. Ping the IP address of the router.

## Connecting to a Wireless Network Using CentreWare Internet Services

Before you begin, ensure that you have the wireless network Service Set Identifier (SSID), encryption type, and passphrase. For details, see Collecting Wireless Network Information for connecting to a Wireless Network Manually on page 36.

**Note** To use CentreWare Internet Services to set up the printer on a wireless network, connect the printer to your computer through an Ethernet wired network.

To connect to a wireless network manually using the CentreWare Internet Services:

1. At your computer, open a Web browser, in the address field, type the IP address of the printer, then press **Enter** or **Return**.

**Note** If you do not know the IP address of your printer, see Finding the IP Address of Your Printer on page 12.

2. Click **Properties**.
3. In the Properties pane at the left of the window, under Protocols, select **Wireless Setup**.
4. In the **SSID** field, enter the SSID.
5. To select the **Network Type**, from the drop-down menu, select **Infrastructure** or **AdHoc**.

**Note** Infrastructure provides the greatest selection of security options. AdHoc provides only WEP encryption in most networks.

6. To select **Encryption**, under Security Settings, select the appropriate security option for your router.
7. Click **Save Changes**.
8. Disconnect the Ethernet cable from the printer.
9. Turn off the printer, then turn it on again.

When the printer restarts, it uses the information from CentreWare Internet Services to connect with the wireless router. Wait for two minutes, then print a Configuration Report to check the connection. If the printer does not successfully connect with the wireless network, check your network information and try again.

## Setting Up the Printer for Wireless LANWPA-Enterprise

WPA-Enterprise Encryption is supported only when Infrastructure is selected as the Network Type in the Wi-Fi settings section.

**Note** Use Internet Explorer to import the certificate from Windows. Use Safari to import certificates from Macintosh.

1. Configure the digital certificate Purpose for wireless LAN, either (client or root certificate).
2. For the Root certificate, Enable Server Certificate Validation.
3. Configure WPA-Enterprise for EAP-TLS, EAP-TTLS.

## SMTP

Simple Mail Transfer Protocol (SMTP) is used by the machine for sending e-mail alerts to the e-mail addresses specified in the Alert Notifications section of the web interface. To configure SMTP:

1. At your workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Click on the **SMTP Server** link.
7. Enter the server domain.
8. Select either *IP Address* or *Host Name* and enter the **Host Name** or the **IP Address** and **Port Number** (1-65535) of the SMTP Server. The default Port is 25.
9. Select the **Server Requires SMTP Authentication** box if your mail server requires the machine to log in.
10. Enter the **Login Name** and **Password** required for the machine to authenticate at the mail server.
11. A secure e-mail connection can be enabled on the machine. Select the **Secure Email Connection with SSL/TLS** option.
12. In the **Options** area, from the **Maximum Message Size (Message and Attachment)** drop down menu, select a value between 1MB - 10MB.
13. Click on **Apply** to accept the changes.

# WSD

Web Services for Devices (WSD) is technology from Microsoft that provides a standard method for discovering and using network connected devices. It is supported in Windows Vista or later and Windows Server 2008 operating systems. WSD is one of several supported communication protocols.

## Enabling WSD

1. At your workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab. If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click on **Login**.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Click on the **WSD** link.
7. Next to WSD Protocol select **Enable** to enable the WSD print service.  
**Note** The default port number is 8018.
8. Click Apply.





# Printer Drivers

# 4

This chapter explains how to install the printer drivers on your computer. The following areas are covered:

- [LPR Printing](#) on page 44
- [Internet Printing Protocol \(IPP\) Port](#) on page 46
- [Raw TCP/IP Printing \(Port 9100\)](#) on page 48
- [AppleTalk Printing](#) on page 51
- [USB Printing \(Windows 2003/XP/Vista or later\)](#) on page 53
- [Configure your Printer Driver](#) on page 54
- [Bi-Directional Communication](#) on page 57
- [Manual Printer Driver Configuration](#) on page 58
- [TCP/IP Printing \(OSX and OS9\)](#) on page 59
- [AppleTalk Printing \(OS9\)](#) on page 60
- [Configure your Apple Mac Printer Driver](#) on page 61
- [UNIX](#) on page 62
- [Printer Driver Options](#) on page 63

# Windows Printing

## LPR Printing

### Ensure Print Services for Unix is enabled

Follow the relevant steps below that are specific to your operating system:

#### Windows XP

1. From your Workstation, load the *CentreWare Print Drivers CD* into your CD drive. If the CD autoruns, click on **Exit**.
2. Verify that *Print Services for Unix* is loaded
3. Click on **Start**.
4. Click on **Control Panel**.
5. Double-click on **Add or Remove Programs**.
6. Click on **Add/Remove Windows Components** in the left hand column.
7. Scroll down to **Other Network File and Print Services** and click on the checkbox to select it.
8. Click on **Details**.
9. If it is not selected, click on the **Print Services for Unix** checkbox.
10. Click on the **OK** button.
11. Click on the **Next** button.

**Note** If Print Services for Unix does not install, refer to instructions from Microsoft to install this service. When you are finished, return to this page.

12. Click on the **Finish** button.
13. Close the **Add/Remove Programs** window.
14. Follow the steps to install the printer driver in [Install Printer Driver](#) on page 45.

#### Windows 2003

1. From the Desktop, right-click the **My Network Places** icon and click on **Properties**.
2. Right-click on the **Local Area Connection** icon and click on **Properties**.
3. Verify that the **Internet Protocol (TCP/IP)** protocol has been loaded. If this software is not present, install it using the documentation provided by Microsoft. When you are finished, return to this page.
4. Verify that **Print Services for Unix** is loaded:
  - a. Click on **Start > Settings > Control Panel**.
  - b. Double-click on the **Add/Remove Programs** icon.
  - c. Click on **Add/Remove Win Components** in the far left column.
  - d. Click on **Other Network File and Print Services**.
  - e. Click on **Details**.
  - f. Click on the **Print Services for Unix** checkbox. If Print Services for Unix is not installed, refer to instructions from Microsoft to install this service. When you are finished, return to this page.

5. Click on the **OK** button.
6. Click on the **Next** button.
7. Click on the **Finish** button.
8. Close the **Add/Remove Programs** window.

### Windows Vista or later

1. Click on **Start, Control Panel** and double-click on **Programs and Features**.
2. Double-click on **Windows Features**.
3. In the **Turn Windows Features on and off** window, expand the **Print Services** menu.
4. Click on **LPR Port Monitor** to enable the service.
5. Click on the **OK** button. Your computer may need to restart.

## Install Printer Driver

1. From the **Start** menu, follow the appropriate option from the list below:
  - Windows 2003 - Click **Settings** then **Printers**.
  - Windows XP - Click **Printers and Faxes**. If you cannot see this option in the **Start** menu, then click on **Start**, followed by **Control Panel** first.
  - Windows Vista or later - Click **Control Panel** then **Printers**.
2. Windows XP/2003:
  - a. Click on **Add Printer** in the far left column.
  - b. Click on the **Next** button for Windows XP/2003 only.
 Windows Vista or later:
  - c. Double-click **Add Printer**.
 Windows 7:
  - d. Select **Add a Printer** and then **Add a local printer**.
3. Select **Local Printer attached to this computer**.
 

**Note** If already selected, click on **Automatically detect and install my Plug and Play printer** to deselect it.

  - For Windows Vista or later - **A printer attached to my computer**.  
*Now go to step 5.*
  - For Windows 7 - *Go to step 5.*
4. Click on the **Next** button.
5. Click on **Create a new port**.
6. Select the following option from the **Type of Port** pull down menu:
  - For Windows 2003 select **LPR**.
  - For Windows XP/Vista or later select **LPR Port**.
7. Click on the **Next** button.
8. Enter the *IP Address* of the printer.
9. Enter:
  - *Printer name* for Windows XP/2003.
  - *Print Queue name* for Windows Vista or later.

10. Click on the **OK** button.
11. You will be prompted for a Printer Driver. Click on **Have Disk**.
12. Click on the **Browse** button.
13. Locate the **Drivers** folder on the CD and select the required *Printer Driver* file **.inf**.
14. Click on the **Open** button.
15. Click on the **OK** button.
16. Click on the **Printer Model** from the list.
17. Click on the **Next** button.

**Note** For **Win Vista or later only**, follow these steps to finish:

- a. Click on **Print a test page** to verify that the printer is installed.
  - b. Click on **Make this my default** if required.
  - c. Click on the **Finish** button.
18. The **Name your Printer** screen appears.
  19. Enter a *Printer Name*.
  20. Click on the **Next** button.
  21. The **Printer Sharing Screen** appears.

**Note** If you will be sharing this printer with other clients, then:

- a. Select **Share Name**.
  - b. Enter a *Share Name*.
22. Click on the **Next** button.
  23. Enter a *Location* name (and *Comment* if required.)
  24. Click on the **Next** button.
  25. Click on **Yes** to Print a Test Page.
  26. Click on the **Next** button.
  27. Click on the **Next** button to close the **Test Page** window.
  28. Click on the **Finish** button. The printer driver will install.
  29. Verify that the test page is printed at the machine.

## Internet Printing Protocol (IPP) Port

Internet Printing Protocol (IPP) is a TCP/IP protocol which enables the device to print via the Internet. IPP Printing is enabled by default.

### How to Enable the IPP Port

1. At your workstation, open the web browser and enter the *TCP/IP address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Select **IPP** in the directory tree.

7. Select **Enable**. The **Printer URL** field will show the http:// IP address of the device and the ipp:// IP address of the device.
8. Enter text for the **Printer Name**, **Printer Information**, and **Printer Location**, if required.
9. Enter a number for the **Multiple Operation Timeout**. The default is 300.
10. Enter a number for the **Time to Keep Jobs in History**. The default is 1.
11. Enter information for the **Operator Message**.
12. Click **Apply**.

### Install Printer Driver

1. Follow the steps below that are specific to your operating system:

#### Windows XP

2. From your Workstation:
  - a. Click on **Start**.
  - b. Click on **Network Connections**.

#### Windows 2003

3. From your Workstation:
  - c. Right-click on the **My Network Places** icon.
  - d. Click on **Properties**.
4. Right-click on the **Local Area Connection** icon.
5. Click on **Properties**.
6. Ensure that the **Internet Protocol (TCP/IP)** protocol has been loaded.
7. Click on:
  - For Windows 2003 - **Settings** then **Printers**.
  - For Windows XP - **Printers and Faxes**. If you cannot see this option in the **Start** menu, then click on **Start**, followed by **Control Panel** first.
  - For Windows Vista or later - **Control Panel** then **Printers**.
8. Click on **Add Printer** in the far left column.
9. The **Add Printer Wizard** window will appear. Click on the **Next** button.
10. Ensure that **Network Printer** is selected and click on the **Next** button.
11. The following screen will appear:
  - **Locate Your Printer** for Windows 2003.
  - **Specify a Printer** for Windows XP.
12. To create an IPP printer, click on **Connect to a printer on the Internet...**
13. Type **HTTP:// followed by the printer's fully qualified Domain name or IP Address** in the URL field. The Printer Name can be either the Host Name or the SMB Host Name as shown on the machine Configuration Report, depending on the name resolution used by your network (WINS or DNS).
14. Click on the **Next** button.
15. Click on the **OK** button to install the printer driver.
16. Click on the **Have Disk** button and browse to the location of the printer driver and click on the **OK** button.

17. Select the **Printer Model** and Click on the **OK** button.
18. Click on **Yes** if you wish to make this the default printer.
19. Click on the **Next** button.
20. Click on the **Finish** button.

## Raw TCP/IP Printing (Port 9100)

Raw TCP/IP is a printing protocol that is similar to LPR printing. Also known as a direct TCP/IP connection or sockets interface, it sends information directly to the machine and does not require a Line Printer Daemon (LPD). The advantages are that connections stay open for multiple print files and spooling is not needed, therefore, printing is faster and more reliable than LPD printing. Raw TCP/IP printing is contained in various third-party applications and operating systems.

Raw TCP/IP Printing is enabled by default for port 9100.

### Information Checklist

See Chapter 3, Configure Static Addressing using the Machine, [Information Checklist](#) on page 15.

### How to Configure Port 9100

1. At your workstation, open the Web browser and enter the *TCP/IP address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Select **Raw TCP/IP Printing** in the directory tree.
7. Click the **Enabled** checkbox to enable the Protocol.
8. Enter the required port number (1 - 65535).
9. Click on **Apply** to accept the changes or **Undo** to return the settings to their previous values.  
**Note** The settings are not applied until you restart the machine.
10. Click on the **Status** tab.
11. Click on the **Reboot Machine** button and click on **OK** to reboot machine. The network controller takes approximately 60 seconds to reboot and network connectivity will be unavailable during this time.

### Install Printer Driver

1. At your Workstation, from the **Start** menu, select the appropriate option from the following:
  - For Windows 2003, click on **Settings** then **Printers**.
  - For Windows XP, click on **Printers and Faxes**. If you cannot see this option in the **Start** menu, then click on **Start**, followed by **Control Panel** first.
  - For Windows Vista or later, click on **Control Panel** then **Printers**.
2. Click on **Add Printer** in the far left column.
3. The **Add Printer Wizard** window will appear. Click on the **Next** button.

4. Select **Local Printer attached to this computer**.

**Note** If already selected, click on **Automatically detect and install my Plug and Play printer** to deselect it.

5. Click on the **Next** button.
6. Click on **Create a new port**.
7. Click on **Standard TCP/IP Port** from the **Type of Port** pull down menu, and click on the **Next** button.
8. Follow the relevant steps for your configuration:

**Note** Windows XP

- a. The **Add Standard TCP/IP Printer Port** wizard opens
- b. Click on the **Next** button.
- c. Enter the **Printer Name** or **IP Address** of the printer.
- d. Enter a name for the print queue in the **Port Name** box (or accept the default).
- e. Click on the **Next** button.
- f. Ensure 9100 appears as the **Port Number** and click on the **OK** button.
- g. Click on the **Finish** button.

**Note** Windows 2003

- h. Select **TCP/IP Printer** from the **Device Type** drop down menu.
  - i. Enter the **Printer Name** or **IP Address** of the printer.
  - j. Enter a name for the print queue in the **Port Name** box (or accept the default) and click on the **OK** button.
  - k. Click on the **Next** button.
  - l. Uncheck the box **Query**.
  - m. Click on **Settings**.
  - n. Click on **Raw**.
  - o. Ensure 9100 appears as the **Port Number** and click on the **OK** button.
  - p. Click on the **Next** button.
  - q. Click on the **Finish** button.
9. You will return to the **Add Printer Wizard** window and be prompted for a **Printer Driver**.
  10. Load the *Print Drivers CD* into the CD drive. If the CD autoruns, click **Exit**.
  11. Click on the **Have Disk** button.
  12. Click on the **Browse** button.
  13. Locate the **Drivers** folder on the CD and click on the required driver from the list.
  14. Click on the **Open** button.
  15. Click on the **OK** button.
  16. Select the model of your machine from the list.
  17. Click on the **Next** button.
  18. Enter *Printer Name* (or accept the default name).
  19. Click on the **Next** button.
  20. If you want this to be your default printer, click on **Yes**.

21. Click on the **Next** button.
22. The **Printer Sharing Screen** appears.
  - Note** If you will be sharing this printer with other clients, then:
    - a. Select **Share Name**.
    - b. Enter a **Share Name**.
    - c. Click on the **Next** button.
23. Enter the **Location** (Add a Comment if necessary.)
24. Click on the **Next** button.
25. Click on **Yes** to print a test page. Close the **Test Page** window if necessary.
26. Click on the **Next** button.
27. Click on the **Finish** button. The printer driver will install.
28. Verify that the test page is printed at the machine.

## Airprint

Use AirPrint to print directly from a wired or wireless device without using a print driver. AirPrint is a software feature that allows for driverless printing from Apple iOS-based mobile devices and Mac OS-based devices. AirPrint-enabled printers let you print directly from a Mac or from an iPhone, iPad, or iPod touch.

### Notes

- AirPrint and all of its required protocols are enabled by default.
  - Not all iOS applications support printing using AirPrint.
  - Wireless devices must join the same wireless network as the printer. A system administrator can connect the printer by its wired network interface.
  - The device that submits the AirPrint job must be on the same subnet as the printer. To allow devices to print from different subnets, configure your network to pass multicast DNS traffic across subnets.
  - AirPrint-enabled printers work with iPad (all models), iPhone (3GS or later), and iPod touch (3rd generation or later), running the latest version of iOS.
  - The Mac OS device must be Mac OS 10.7 or later.
1. In CentreWare Internet Services, click **Properties > Connectivity > Setup**.
  2. Next to AirPrint, click **Edit**.
  3. Enable IPP. To configure, under **Action** click **Edit**.
  4. Enable Multicast DNS Registration. To configure, under **Action** click **Edit**.
  5. Under Protocol, select Enabled.
  6. To edit the name and location for your printer that appears in the list of AirPrint-enabled printers on connected devices, next to Device Name, click **Edit**.
  7. Click Save.



## AppleTalk Printing

The Internet Services AppleTalk<sup>®</sup> page allows you to configure the machine to support AppleTalk<sup>®</sup>.

### Information Checklist

1. The **AppleTalk settings must be correctly configured** on the machine.
2. Locate the **CentreWare Print Drivers CD** delivered with your machine.

### Configure AppleTalk

1. At your workstation, open the Web browser and enter the *TCP/IP address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Select **AppleTalk** in the directory tree.
7. Click the **Enabled** checkbox to enable the Protocol.
8. Type a name for the machine in **Printer Name**.
9. Select the required **Zone**.
10. Click **Apply** to accept the changes.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click on **Login**.
11. The settings are not applied until you reboot the machine. Click the **Status** tab.
12. Click the **Reboot Machine** button and click **OK** to reboot the machine. The network controller takes approximately 5 minutes to reboot and network connectivity will be unavailable during this time.

### Install the Printer Driver

1. Follow the steps below that are specific to your operating system:
  - Windows XP
    - a. Click on **Start**.
    - b. Click on **Network Connections**.
  - Windows 2003
    - From the Desktop:
      - a. Right-click on the **My Network Places** icon.
      - b. Click on **Properties**.
  - Win NT
    - From the Desktop:
      - a. Right-click on the **Network Neighbourhood** icon
2. Right-click on the network connection you want to configure AppleTalk on, and then click on **Properties**.
3. The **Connection Properties** dialog box opens.

4. On the **General** tab, if the AppleTalk Protocol is in the list of installed protocols, make sure that it is selected. If the AppleTalk protocol is not listed, install it using the documentation provided by Microsoft, then return to this page.
5. Follow the steps below that are specific to your operating system:
  - Windows XP
    - a. Click on **Start**.
    - b. Click on **Network Connections**
    - c. Click on **Add Printer**.
  - Windows 2003
    - a. Click on **Start, (Settings)**.
    - b. Click on **Printers**.
    - c. Double-click on **Add Printer**.
  - Windows NT
    - a. Click on **Start, Settings** then **Printers**.
    - b. Double-click on the **Add Printer** icon to start the Add Printer Wizard.
    - c. Click on **My Computer**.
    - d. Click on the **Next** button.
    - e. Click on **Add Port**.
    - f. Click on **AppleTalk Printing Devices**.
    - g. Click on **New Port**.
    - h. Continue to **step 28**.
6. The **Add Printer Wizard** opens. Click on the **Next** button.
7. Click on **Local Printer attached to this computer**.

**Note** If already selected, click on **Automatically detect and install my Plug and Play** to deselect it.
8. Click on the **Next** button.
9. Click on **Create a New Port**.
10. Click on **AppleTalk Printing Devices**.
11. Click on the **Next** button.
12. In the **Available AppleTalk Printing Devices** box, click on the printer you want to connect to. It may be necessary to double-click on the required **Zone** to locate the printer. Click on the **OK** button.

**Note NOTE:** You may be asked whether you want to capture the AppleTalk print machine. If you are prompted to do this and you are unsure how to respond, click on **Help** and read the help file for an explanation.

**Note** Capturing the printer may prevent other computers from printing to this printer. For more information refer to Microsoft.
13. Click on **Have Disk**. Load the **CentreWare Print Drivers CD** into your CD drive.
14. Click on **Browse** and locate the CD drive.
15. Locate the folder containing the printer drivers on the CD and select the required Windows printer driver.

16. Click on **Open** (and **Open** again, if necessary).
17. Click on the **OK** button.
18. Select your **Printer Model** from the list and click on the **Next** button.
19. Enter *Printer Name* (or accept the default name).
20. Click on the **Next** button.
21. If you want this to be your default printer, click on **Yes**.
22. Click on the **Next** button.
23. The **Printer Sharing** screen appears.
  - Note** If you will be sharing this printer with other clients, then:
    - a. Select **Share Name**.
    - b. Enter a **Share Name**.
    - c. Click on the **Next** button.
24. Enter the *Location* (Add a Comment if necessary).
25. Click on the **Next** button.
26. Click on **Yes** to print a test page. Close the **Test Page** window if necessary.
27. Click on the **Next** button.
28. Click on the **Finish** button. The printer driver will install.
29. Verify that the test page is printed at the machine.

## USB Printing (Windows 2003/XP/Vista or later)

### Information Checklist

Before starting the Installation procedure, please ensure that the following items are available and/or the tasks have been performed:

1. A standard USB peripheral cable.
2. A Workstation or laptop that supports USB connectivity.
3. A printer driver has been installed and is correct for your Xerox Phaser 4622 printer model.

### Procedure

1. Connect the USB cable to the machine and the other end to your Workstation or laptop.
2. Windows will automatically detect the new hardware and install the appropriate driver.
3. Click on **Next**.
4. Ensure that the radio button is selected next to **Search for suitable driver**.
5. Click on the **Next** button.
6. Tick the checkbox next to **Specify a Location**.
7. Click on the **Next** button.
8. Click on **Browse** to browse for the location of the printer drivers.
9. Insert the *CentreWare Print Drivers CD* into your CD drive.
10. Select the required USB printer driver.

11. Select the correct printer model from the list.
12. Click on the **Next** button. The printer driver will install.
13. Click on the **Finish** button.

## Configure your Printer Driver

### Information Checklist

Before starting the Installation procedure, please ensure that the following items are available and/or the tasks have been performed:

1. The Phaser 4622 printer driver should be installed on your Windows operating system.

### Procedure

1. At your workstation, open your **Printers** folder.
2. Right-click on the printer.
3. Click on **Properties**.
4. Click on **Configuration**.

### Bi-Directional Setup

1. The driver can be set to automatically obtain information on the installed hardware options and status of the device.
2. Click on **Bi-Directional Setup**.
3. Click on **Automatic** to have the driver automatically configure the IP address of the device or click on **Manual** and enter the IP address or host name of the device.
4. If you want to change the default SNMP settings, click on **SNMP Community Name** and enter the required information.
5. Click on the **OK** button.

### Installable Options

1. If Bi-directional Setup is enabled, the driver will update with the options installed on the device.
2. If Bi-directional setup is not enabled, select the options that are installed on your device.
3. Click on the **OK** button.

### Accounting

If you have Network Accounting installed, you can enable Accounting in the driver. For further information, see *Chapter 5, Network Accounting* on page 65.

1. Click on the **OK** button to close your printer driver Properties.

## Printing Preferences

Printing Preferences contains all the driver features and allows you to set default settings for the driver.

1. Within your **Printers** folder, right-click on the Phaser 4622 printer driver and select **Printing Preferences**.

**Note** Click on the **Help** button in the driver to view information about each feature.

## Paper/Output

2. Click on the **Paper/Output** tab.
3. In **Job Type**, select one of the following job types:
  - Normal Print.
  - Secure Print.
  - Sample Set.
  - Delay Print.
  - Personal Print
  - Saved Job.
4. **Click on the Paper menu.** The Paper menu allows you to select the specific paper that you want to print on. Select the paper supply you require, or set up a custom size paper supply, as described below.

**Note** To set up a custom paper:

- a. in **Paper**, click **Advanced Paper Selection**. Advanced Paper Selection allows you to input custom measurements for non-standard paper sizes, and also scale your document.
- b. In **Paper size** select ....
- c. Configure the paper size settings as require, then click the **OK** button.

You can specify the original document size, the output paper size, and whether you want to manually or automatically scale the output so that it fits the selected paper size.

You can select standard sizes or use the **New...** options to customize the sizes.

- d. Configure any other settings in the **Advanced Paper Selection** as required, then click the **OK** button.
5. To add covers:
  - a. In **Special Pages** select **Add Covers....**
  - b. In **Cover Options**, select the cover options you require.
  - c. In **Front Cover Paper** and **Back Cover Paper**, select the paper you want to use for the covers.
  - d. If you want to use blank or pre-printed covers, select **Blank or Pre-printed**. If you want to print images from your document on the covers, select **Printed**.
  - e. Click **OK**.
6. To add transparencies separators:
  - a. In **Paper** select **Transparency Separators....**
  - b. Configure the separator options.
  - c. Click **OK**.

7. Configure any other print settings, such as **2-Sided Printing**, then click **OK**.

**Note** Any options selected in Printing Preferences will become the default settings for your driver.

### **Saved Settings**

1. Ensure that you are on the **Paper/Output** tab.
2. Click on the **Saved Settings** menu.
3. To save your driver settings, click on the **Save** button and enter a name to describe the settings.
4. Click on the **OK** button.
5. The settings can be selected from the **Saved Settings** menu.

### **Layout/Watermark**

The Layout/Watermark tab allows you to print your document as multiple images on a page or as a booklet. You can also create and print watermarks on your documents.

### **Advanced**

The Advanced tab contains settings specific to the driver, such as Postscript options and Font selections.

1. Configure the advanced settings, as required.
2. Click on the **OK** button to close the driver.

# Configure the Windows Printer Driver

## Bi-Directional Communication

1. Follow the steps below that are specific to your operating system:

Windows Vista or later:

- a. Right-click on the printer in the **Printers** list and select **Properties**.

Windows 2003

- a. From the **Start** menu, click on **Settings** then **Printers**.
- b. Right-click on the printer icon and select **Properties**.

Windows XP

- a. From the **Start** menu, click on **Printers and Faxes**.

**Note** If you cannot see **Printers and Faxes** in the **Start** menu, then click on **Start**, followed by **Control Panel**.

- a. Right-click on the printer icon and select **Properties**.

2. Click on the **Configuration** tab.
3. Click on **Bi-Directional Setup**.
4. Bi-directional communication automatically updates the printer driver with the printer's installed options. The driver's Printing Preferences will report information about the printer's operational status, active jobs, completed jobs and paper status.
5. Click on **Automatic** to have the driver automatically configure the *IP Address* of the machine or click on **Manual** and enter the *IP Address* or *Host Name* of the machine.

## SNMP Settings

1. If you want to change the default SNMP settings, click on **SNMP Community Name** and enter the required information.
2. Click on the **OK** button.
3. Follow the steps below that are specific to your operating system:
4. Windows XP/2003
  - a. Click on the **General** tab.
  - b. Click on **Print Test Page**.
  - c. Click on the **OK** button to close the **Test Page** window.
  - d. Click on **Printing Preferences**.
  - e. Ensure that the **Paper/Output** tab is selected and click on **More Status** at the bottom of the window. Current information about the printer is available. Click on **Close** to close the window.
  - f. Change any default printer settings, as required.
  - g. Click on the **OK** button.

- h. Verify that the test page is printed at the machine.

**Note** Windows Vista or later:

- a. Click on **Installable Options**.
- b. If Bi-Directional setup has not been enabled, then select the options that are installed on the machine.
- c. Click on the **OK** button.
- d. Click on **Printing Preferences**.
- e. Change any default printer settings, as required.
- f. Click on the **OK** button.
- g. Verify that the test page is printed at the machine.

## Manual Printer Driver Configuration

To configure the printer driver without using Bi-Directional communication:

1. Follow the steps below that are specific to your operating system:

Windows Vista or later

- a. Right-click on the printer in the **Printers** list and select **Properties**.

Windows 2003

- a. From the **Start** menu, click on **Settings** then **Printers**.
- b. Right-click on the printer icon and select **Properties**.

Windows XP

- a. From the **Start** menu, click on **Printers and Faxes**.

**Note** If you cannot see **Printers and Faxes** in the **Start** menu, then click on **Start**, followed by **Control Panel**.

- b. Right-click on the printer icon and select **Properties**.

2. Click on the **Configuration** tab.
3. Click on **Installable Options**.
4. Select the options that are installed on the machine.
5. Click on the **OK** button.
6. Click on the **General** tab.
7. Click on **Print Test Page**.
8. Click on the **OK** button to close the **Test Page** window.
9. Click on **Printing Preferences**.
10. Change any default printer settings, as required.
11. Verify that the test page is printed at the machine.



# Apple Mac

## TCP/IP Printing (OSX and OS9)

### Information Checklist

1. The **TCP/IP settings must be correctly configured** on the machine.
2. Locate the **CentreWare Print Drivers CD** delivered with your machine.

### Install the Printer Driver

1. Load the **CentreWare Print Drivers CD** into your CD drive.
2. Open the CD and select the required language, if necessary.
3. Double-click on the **Drivers** folder.
4. Double-click on the **Mac** folder.
5. Double-click on the folder containing the drivers for your Mac OS version.
6. Double-click on the *machine model.dmg* file.
7. Double-click to open the *machine model.pkg* file.
8. The **Welcome to the Installer** dialog box appears.
9. Click on **Continue** and then **Agree** to accept the License Agreement.
10. Select the **Volume** (if necessary) where you want to install the printer. Click on **Continue**.
11. Click on the **Install** button.
12. Click on the **Close** button.
13. Click on the **Printer Setup Utility** on the Dock.
14. Double-click on the Hard Drive icon on the Desktop.
15. Double-click to open **Applications**.
16. Double-click to open **Utilities**.
17. Double-click to open **Printer Setup Utility**.
18. To add a new print, click on:
  - **Add**.  
or
  - **Printers** menu then **Add Printer**.
19. Click on **IP Printing** from the top menu.
20. Click on **Internet Protocol Printing** or **LPD/LPR Printing** from the next menu.
21. Enter the *IP Address* of the printer.
22. Enter the *Print Queue Name*. (You may leave this blank).
23. Click on **Xerox** from the **Printer Model** list.
24. Select your **Printer Model** from the list.
25. Click on **Add**. The machine will appear in the **Printer List**.
26. Select the Printer and click on **Show Info**.
27. Click on **Installable Options**.

28. Select the options as installed on your machine.

**Note** If you want to use the Save Job for Reprint feature, then make sure that **Job Storage** is set to **Installed**.

29. Click on **Apply Changes**.
30. Close the **Printer Info** box.
31. Print a document to verify that the printer is installed correctly.

## AppleTalk Printing (OS9)

### Information Checklist

1. The **AppleTalk settings must be correctly configured** on the machine.
2. Locate the **CentreWare Print Drivers CD** delivered with your machine.

### Install Printer Driver

1. Load the *CentreWare Print Drivers CD* into your CD drive.
2. Open the CD and locate the **Drivers** folder.
3. Locate the **Mac** folder containing the installer file.
4. Open the **Mac OS9** folder and double-click on the installer file to install the printer driver on your Mac.
5. Click on **Continue**.
6. Click on **Agree** to accept the License Agreement.
7. Click on **Install**.
8. Your Mac may need to be restarted. Click on **Yes** to continue.
9. The driver will install. Click on **Restart**.
10. Once the Mac has restarted, click on the **Apple** icon, then **Chooser**.
11. Select the printer icon and then click on the **Printer Name** which corresponds to the name given to the machine in AppleTalk Settings - Name.
12. Click on **Create**.
13. Click on the **Printer Description** which matches your machine model.
14. Click on **Select**.
15. Click on **Setup**.
16. Click on **Configure**.
17. Select the installed options which correspond to your machine configuration.
18. Click on the **OK** button.
19. Click on the **OK** button and close the **Chooser**.
20. Print a document from an application to verify that the printer is installed correctly.

## Configure your Apple Mac Printer Driver

### Information Checklist

Before starting the Installation procedure, please ensure that the following items are available and/or the tasks have been performed:

1. The Phaser 4622 printer driver should be installed on your Macintosh operating system.

### Procedure

#### Configuration

1. Click on **Printer Setup Utility** on the Dock and go to step 6, or:
2. Double-click on the hard drive icon on the desktop.
3. Double-click on **Applications**.
4. Double-click on **Utilities**.
5. Double-click on **Printer Setup Utility**.
6. Select the printer and click on **Show Info**.
7. Click on **Installable Options**.
8. Select the options as installed on your device.

**Note** If you want to use the Save Job for Reprint feature, ensure Job Storage is set to **Installed**.

9. Click on the **Apply Changes** button.
10. Click on the **Close** button.

#### Printing Preferences

1. Printing Preferences contains all the driver features, and enables you to set default settings for the driver. You may save multiple sets of settings, and select the appropriate "Preset" at the time of printing.
2. Open a document and select **File**, then **Print**. Select the printer, then select the Preset you want to modify, or select **Standard**.
3. Options are available under the following dialogs:
  - **Copies & Pages** - Specify which pages to print, and how many copies.
  - **Layout** - Specify sides to print, page borders, pages per sheet (N-up).
  - **Output Options** - Save as PDF or PostScript file.
  - **Scheduler** - Print now, hold, or specify a time to print.
  - **Paper Handling** - Print all pages, only odd pages, or only even pages. Reverse the page order.
  - **Color Sync** - Specify color conversion and quartz filters.
  - **Cover Page** - Printed before or after the job, or no Cover Page.
  - **Error Handling** - Standard or detailed report.
  - **Paper Feed** - Specify which trays are used for which pages.

- **Accounting** - If you have an Network Accounting installed, you can enable Accounting in the driver. For further information refer to the relevant Accounting feature in the System Administration CD1.
  - **Xerox Features** - Job type (e.g. saved job), 2 sided, output destination.
4. A summary of settings is shown under Summary. When you have set the options you require, select **File** and **Save As**, and enter a name for the Preset.
  5. You may save multiple Presets with differing combinations of settings.
  6. For detailed information on the printer driver options please refer to the CentreWare Printer Drivers Guide for Macintosh located on the CentreWare Print Drivers CD delivered with your device.

## UNIX

Unix printer drivers are located on the CentreWare Print Drivers CD delivered with your device. Refer to the documentation contained on the CD for further instructions.

# Printer Driver Options

## Enable/Disable the Banner Sheet

### From the Printer Driver:

1. From the **Start** menu, for:
  - Windows 2003 - click on **Settings** then **Printers**.
  - Windows XP - click on **Printers and Faxes**.  
If you cannot see this option in the **Start** menu, then click on **Start**, followed by **Control Panel** first.
  - Windows Vista or later- click on **Control Panel** then **Printers**.
2. Right-click on the required printer icon.
3. Click on the **Preferences** button.
4. Click the green Earth Smart symbol at the bottom left.
5. Check the box to Turn off Banner Pages.
6. Check the appropriate box to print the job ID in the margin of the first page or on all pages of the job.
7. Click **OK**.

### From the Machine:

1. Press the **Menu** button on the machine and select **Tools**.
2. Enter the Administrator's *Password*. The default is **1111** and press the **OK** button
3. Select **Setup** and press the **OK** button.
4. Select **Machine Settings** and press the **OK** button.
5. Select **User Interface** and press the **OK** button.
6. Select **Job Sheets** and press the **OK** button.
7. Select **Banner Sheets** and press the **OK** button.
8. Use the arrow keys to highlight **Enable** and press the **OK** button.
9. Press the **Menu** button to exit the Tools menu.



# Network Accounting

# 5

This chapter explains how to set up the Network Accounting service of the machine.

This is the procedure to follow to install and setup this service:

- [Overview](#) on page 66
- [Information Checklist](#) on page 67
- [Enable and Configure Network Accounting](#) on page 68
- [Test Network Accounting](#) on page 71

## Overview

Network Accounting is available on machines configured with an optional hard drive and provides the ability to manage usage of the machine with detailed cost analysis capabilities. Print jobs are tracked at the machine and stored in a job log. Users must enter their accounting IDs to access the machine, which allows information about the jobs performed to be recorded in the job log.

The machine requires network access to a Xerox-certified Network Accounting third party software solution. Refer to your Xerox Sales Representative for further information.

CentreWare Printer Drivers are required to be installed on workstations. The User is prompted for User and Account ID information when submitting jobs to the machine.

The job log information can be compiled at the accounting server and formatted into reports by the Administrator.



# Information Checklist

Before starting the installation procedure, please ensure that the following items are available and/or the tasks have been performed:

1. Ensure that the machine is fully functioning on the network prior to installation.
2. TCP/IP and HTTP protocols must be enabled on the machine so that the machine web browser can be accessed.
3. Install and configure the Xerox-certified Network Accounting Solution Package on your network. Refer to the manufacturer's instructions with the network accounting package to complete this task.
4. Test communication between the accounting server and the machine:
  - a. Go to your Network Accounting Server.
  - b. Open a web browser and enter the *IP Address* of the machine in the **Location** or **Address** field.
  - c. Press **Enter**.
  - d. The machine's Internet Services web pages should appear.
5. If you do not have a web browser, test connectivity by pinging the IP address of the machine from your Network Accounting Server.

# Enable and Configure Network Accounting

1. Press the **Menu** button on the machine and select **Tools**.
2. Enter the Administrator's *Password*. The default is **1111** and press the **OK** button.
3. Select **Accounting Enablement** and press the **OK** button.
4. Select **On** and press the **OK** button.
5. Select **Authentication** and press the **OK** button.
6. Select **On** to enable authentication or **Off** to disable authentication:
  - **On** - Users will be required to enter a valid Account ID for any job. The Account IDs are alphanumeric strings between 1 and 32 characters in length (specified in the third party accounting application).
  - **Off** - Allows the machine to accept both valid and invalid User and Account IDs. This option is useful if conducting an analysis of the resources used on a particular machine before Authentication controls are instituted. Users will still be required to enter at least one character into the User and Account ID fields.

**Note** The User and Account IDs are alphanumeric strings.

7. Select **Display Mode** and press the **OK** button.
8. Set **Mask User ID** and **Mask Account ID** to **On** to replace the user and account IDs with asterisks (\*\*\*\*) on the machine User Interface.

## Verify that Network Accounting is Enabled

1. Press the **Menu** button on the Control Panel.
2. Select **Jobs** and press the **OK** button.
3. Select **Personal & Secure Jobs, Saved Jobs** or **Print from USB** and press the **OK** button.
4. The display should request the accounting **User ID** and, once the User ID is entered, the **Account ID**. This indicates the system has enabled accounting successfully.

## Activate the machine

Open the Network Accounting application and configure it so that the TCP/IP address (or fully-qualified domain name) of the machine is entered as the destination for retrieval of data. Refer to the manufacturer's documentation with your Network Accounting server to complete this task.

## Enable Network Accounting in your Printer Driver

To record print jobs sent to the machine, Accounting must be enabled in the user's printer driver.

**Note** If Accounting is enabled on the machine but not in the printer driver, any print jobs sent to the machine will be deleted.

## Win 2000

1. From the **Start** menu, click on **Settings and Printers**.
2. Right-click on the machine printer icon.
3. Click on **Properties**.
4. Click on **Configuration**.
5. Click on **Accounting**.
6. Click on **Xerox Network Accounting** from the **Accounting System** menu.
7. Click on either **Prompt for Every Job** if you want Users to enter their User and Account ID each time they print or click on the **Default Users** and **Account ID** checkboxes to hide the User and Account ID information (then no entry is required for each job submission).
8. Click on **Use Default Accounting Codes** and enter the default Account ID.
9. Click on the **OK** button.
10. Click on the **OK** button to exit.

## Win XP, Vista or later

1. From the **Start** menu, click on **Printers and Faxes**.
2. Right-click on the machine printer icon.
3. Click on **Properties**.
4. Click on **Configuration**.
5. Click the **Accounting** button.
6. Select **Xerox Network Accounting** from the **Accounting System** menu.
7. Select **Always Prompt** in the **Accounting Prompt** drop down.
8. Select from the following options:
  - **Mask User ID** and **Mask Account ID** - To mask the User and Account ID information.
  - **Remember Last Entered Codes** - The machine will retain the last entered accounting codes (User ID and Account ID) and re-use them automatically for the next print job.
  - **Default User ID and Account ID** - If default User ID and Account ID information is provided, these will be used for all subsequent print jobs unless changed or removed.
9. Click on the **OK** button.
10. Click on the **OK** button to exit.

## Mac OS X

1. Open a document to print and click on **File** and **Print**.
2. From the **Copies and Pages** menu, click on **Accounting**.
3. Click on **Xerox Network Accounting** from the **Accounting System** menu.
4. Click on **Prompt for Every Job** if you want Users to enter their User and Account ID each time they print.
5. You may also click on the **Mask User ID** and **Mask Account ID** checkboxes to hide the User and account ID information.
6. Click on **Use Default Accounting Codes** and enter the default account ID.
7. To save your settings select the **Presets** menu and click on.

## Network Accounting

8. Enter a name to define the preset, for example *Accounting*.
9. Click on the **OK** button. Ensure that the *Accounting* preset is selected in the Presets menu each time you print.
10. Click on **Print**.
11. Enter your Network Accounting information.
12. Click on the **OK** button to print the document.

# Test Network Accounting

1. Open a document on your workstation, select the Phaser 4622 printer driver and print your document. You should see the **Accounting ID** screen.
  2. Enter your Network Accounting User and Accounting ID and click **OK**.
- It may be necessary to check the network accounting solution software or server configuration to verify the Account ID.
  - Distribute the printer drivers with the Network Accounting option already selected (if possible).
  - If the printer drivers are distributed without the option enabled, workstation Users will need to configure the drivers.
  - If the drivers are not properly configured, jobs sent to the machine will be deleted.



This chapter describes how to configure the Security features for the machine.

The following features can be installed and configured:

- [Security @ Xerox](#) on page 74
- [Xerox Secure Access](#) on page 75
- [Administrator and Key User Accounts](#) on page 78
- [802.1X Authentication](#) on page 80
- [Image Overwrite Security](#) on page 82
- [IP Filtering](#) on page 85
- [IP Sec](#) on page 87
- [Audit Log](#) on page 88
- [Machine Digital Certificate Management & Trusted Certificate Authorities](#) on page 91
- [SNMP](#) on page 95
- [SNMPv3](#) on page 97

## Security @ Xerox

For the latest information on securely installing, setting up and operating your machine see the Xerox Security Information web site located at [www.xerox.com/security](http://www.xerox.com/security).

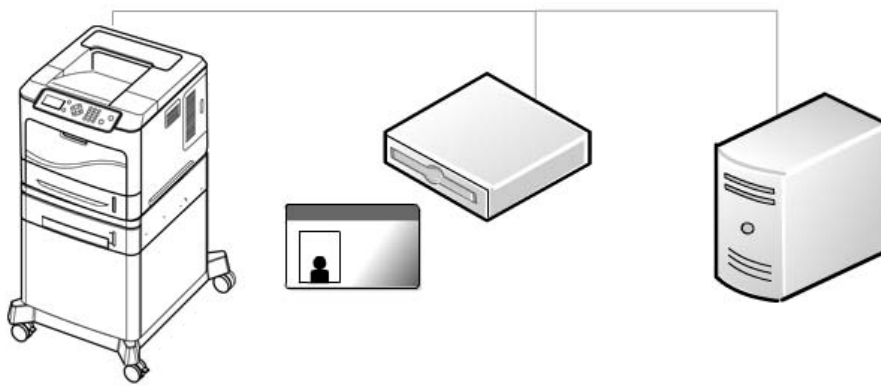


# Xerox Secure Access

## Overview

Administrators can configure the device so that users must be authenticated before they can access specific services or areas.

Xerox Secure Access provides a means of authenticating users via an authentication server and optional card reader.



## Xerox Secure Access and Accounting

Secure Access can be enabled with Network Accounting to provide accounting functionality.

## Information Checklist

1. Ensure the Xerox device is fully functional on the network.
  - Note** TCP/IP and HTTP protocols must be configured so that Internet Services can be accessed.
2. Ensure the Xerox Secure Access authentication server is installed and configured with user accounts.
  - Note** Refer to the documentation with the authentication server to complete this task.
  - Note** Contact your Xerox Sales Representative if you do not have the Xerox Secure Access Server.
3. If required, connect and configure your Secure Access Authentication device and card reader.
  - Note** Attach the card reader to the left-hand side of the device.
  - Note** Place the Secure Access Authentication device on the floor at the back of the device.
4. **Ensure that SSL (Secure Sockets Layer) is configured on the Xerox device.**
  - Note** For further instructions, see [Machine Digital Certificate Management & Trusted Certificate Authorities](#) on page 91.

## Configure Xerox Secure Access on the Device

To configure Xerox Secure Access on the Device:

1. Access the Xerox Secure Access page, as described in [Access the Xerox Secure Access Page](#) on page 76.
2. Check the server communication address, as described in [Configure Xerox Secure Access](#) on page 76.
3. Configure Secure Access settings, as described in [Configure Xerox Secure Access](#) on page 76.

### Access the Xerox Secure Access Page

To access the **Xerox Secure Access** Page:

1. Open your web browser and enter the TCP/IP address of the device in the Address bar. Press **Enter**.
2. Click the **Properties** tab.
3. If prompted, enter the User ID and Password of the device administrator account. The default is **admin** and **1111**. Click **Login**.
4. Click **Security**.
5. Click **Xerox Secure Access**.

### Configure Xerox Secure Access

To configure Secure Access on the device, on the **Authentication** Page:

1. Check the **Protocol Enablement** box.
2. In **Accounting Code Access**, if you want the Secure Access Server to provide Network Accounting Codes, select **Enable**.
3. In **Login Initiation**, if you want to allow users to enter their information via the local user interface, select **Enable**.

**Note** This feature may be helpful in situations where the user's card is not available or when the card reader is not used.

4. Check that the Xerox Secure Access Server has been configured to point to the device. If the feature has been configured correctly the address information should be populated with the address of the Xerox Secure Access Server. If the information is incomplete or incorrect, in the **Server Communication** area select **IP address** or **Hostname** and enter the address of the Xerox Secure Access Server.
5. Enter the HTTP path of **public/dce/xeroxvalidation/convauth** and port number of **1824** to facilitate communication.
6. In **Default Title**, enter a title that will display on the Xerox device screen.

7. In **Default Prompt**, specify the prompt that will show on the Xerox device screen to tell the user what they need to do to be authenticated at the device.

**Note** If the Title and Prompt have been configured in the Xerox Secure Access Server, then this information will overwrite the **Default Title** and **Default Prompt** text entered within Internet Services.

**Note** On certain Xerox devices the Default Title and Default Prompt cannot be changed.

8. Click **Apply**.

## Use Secure Access

### At the Xerox Device:

1. Select a service that you have locked.
2. Read the user interface prompt to determine what you need to do to be authenticated at the device.

**Note** Authentication methods include:

- Swipe a card
- Place a proximity card near the reader
- Enter a user ID or PIN number

3. If you need to enter information, use the alphanumeric buttons and enter your login information.

**Note** The machine may request further information, such as a primary PIN or password, or account information. The primary PIN may have been set on the Xerox Secure Access Server. The accounting information may be requested because an accounting option is configured on the device.

**Note** The Xerox device will confirm successful authentication and you will now have access to the print jobs.

4. The user is logged out automatically after the last print job finishes.

# Administrator and Key User Accounts

## Overview

Administrator and Key User accounts can be configured on the machine to allow access to specific services or areas.

## Authentication and Accounting

Authentication works independently of any accounting access that is enabled on the machine.

## Information Checklist

5. Ensure that the Xerox machine is fully functional on the network.
6. TCP/IP and HTTP protocols must be configured so that Internet Services can be accessed.

## Configure the Administrator Account

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Security** link.
5. Click on the **Security Settings** link.
6. Administrator access to CentreWare Services can be restricted to particular workstations by entering the IP addresses of the authorized workstations into the **Host Access List** field.

**Note** Multiple IP address entries should be separated by a comma.

7. The default Administrator login name is **Admin** and the default password is **1111**. The Administrator login name and password can be changed by entering new values in the appropriate fields.

**Note** It is not recommended to change the default Administrator login name.

**Note** The password cannot be left blank.

8. Click **Apply** to save Login Name and password changes.

## Configure the Key User Account

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Security** link.
5. Click on the **Security Settings** link.

6. Key User access to CentreWare Services can be restricted to particular workstations by entering the IP addresses of the authorized workstations into the **Host Access List** field.  
**Note** Multiple IP address entries should be separated by a comma.
7. The default Key User login name is **KeyUser** and the default password is **1234**. The Key User login name and password can be changed by entering new values in the appropriate fields.  
**Note** The password cannot be left blank.
8. Click **Apply** to save Login Name and password changes.

## Disable Security Settings Reset

The Phaser 4622 can be configured to disable the resetting of security settings.

**Note** The Security Settings Reset policy will be followed if the admin password is forgotten. If Enabled, the security settings can be reset to the Factory Default using directions available from Xerox Support. If Disabled, a chargeable service call would be required if security settings need to be reset.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Security** link.
5. Click on the **Security Settings** link.
6. Click the **Administrator Accounts** tab.
7. Click the **Disable Security Settings Reset** radio button.
8. Click **Apply** to save changes.

## Configure Access Rights

Web UI and Local UI access rights can be configured for the Key User and for any un-authenticated user.

**Note** By default the Administrator account has all access rights enabled. This cannot be changed.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Security** link.
5. Click on the **Security Settings** link.
6. Click the **Access Rights** tab.
7. For the **KeyUser** and **AnyUser** check the Web UI and LUI access rights required.
8. Click **Apply** to save changes.

# 802.1X Authentication

This is the procedure to follow to install and setup 802.1X Authentication:

1. [Overview](#) on page 80
2. [Information Checklist](#) on page 80
3. [Enable 802.1X](#) on page 80

## Overview

The Xerox machine supports IEEE 802.1X Authentication via Extensible Authentication Protocol (EAP). IEEE 802.1X ensures all machines on the network are authenticated and authorized to use the network. 802.1X can be enabled for machines connected through wired Ethernet networks.

The Administrator can configure the machine to use one EAP type. EAP types supported on the Xerox machine are:

- EAP-MD5
- PEAPv0/EAP-MS-CHAPv2
- EAP-MS-CHAPv2
- EAP-TLS

**Note** EAP-TLS may only be configured via Centre Ware Internet Services

## Information Checklist

1. 802.1X authentication must be supported on the network where Xerox machines are connected.
2. Ensure that your 802.1X Authentication Server and authentication switch are available on the network.
3. Create a Username and Password on your Authentication Server which will be used to authenticate the machine.

**Note** Write down the Username and Password and keep in a safe place.

## Enable 802.1X

### Enable 802.1X at the machine

1. Press the **Menu** button on the machine and select **Tools**.
2. Enter the Administrator's *Password*. The default is **1111** and press the **OK** button
3. Select **Setup** and press the **OK** button.
4. Select **Network Settings** and press the **OK** button.
5. Select **Network Services** and press the **OK** button.
6. Select **802.1x** and press the **OK** button.
7. Select **On** and press the **OK** button.
8. Select the EAP type used on the network and press the **OK** button.
9. Using the number keys, enter the **User Name** then press the **OK** button.

10. Using the number keys, enter the **Password** then press the **OK** button.
11. Press the **Menu** button to exit Tools.

### Enable 802.1X using the CentreWare Internet Service

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine into the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Security** link.
5. Select **802.1X** in the directory tree.
6. Under the 802.1X area, checkmark the **802.1X** enable box.
7. Select the **Authentication Method** from the drop-down menu.
8. In the Credentials area, enter details for the **Username** and **Password**.
9. Click on the **Apply** button to confirm selection.

# Image Overwrite Security

## Overview

Image Overwrite Security is available on printers configured with an optional hard drive and protects against unauthorized retrieval of confidential data from the machine by removing image data that is left when jobs are processed. When started, all of the physical areas of the hard disks holding job data are overwritten with a series of alphanumeric patterns.

There are two image overwriting security methods available:

- [On Demand Image Overwrite \(ODIO\)](#) on page 82
- [Immediate Image Overwrite](#) on page 83

## On Demand Image Overwrite (ODIO)

This is the procedure to follow to install and setup the On Demand Image Overwrite security feature:

1. [Overview](#) on page 82
2. [On Demand Image Overwrite \(ODIO\)](#) on page 82
3. [Use On Demand Image Overwrite at the Machine](#) on page 83

## Overview

On Demand Image Overwrite is a security measure for customers who are concerned about unauthorized access and duplication of classified or private documents.

The On Demand Image Overwrite feature provides an on demand facility for a system administrator to erase all residual image data from the hard drive of the machine by overwriting those areas used by the machine to spool and temporarily store image data.

**Note** When ODIO is initiated, the machine is taken offline until the overwrite is completed and any existing jobs in the queue are terminated.

## Standard and Full Overwrite

ODIO has the ability to perform Standard and Full Overwrites:

- Standard ODIO will overwrite all jobs stored in image data. Standard ODIO will not overwrite folders created with the Save Job for Reprint feature, if these features are installed on the machine. Standard overwrite takes approximately 11 minutes.
- Full ODIO will also overwrite any images that have been stored in folders created with the Save Job for Reprint feature. Full overwrite takes approximately 53 minutes to complete.

## Information Checklist

Before starting the Installation procedure, please ensure that the following item or task is available or has been performed:

1. Ensure that the machine is fully functioning in its existing configuration.



## Use On Demand Image Overwrite at the Machine

This procedure will overwrite the image data that remains in the machine after the completion of a job.

**Note** All existing jobs, regardless of their state, shall be deleted and all job submission will be prohibited for the duration of the overwrite.

**IMPORTANT** Whilst an Overwrite is in progress, the machine should not be used to perform any jobs and the power should not be switched off.

1. Press the **Menu** button on the machine and select **Tools**.
2. Enter the Administrator's *Password*. The default is **1111** and press the **OK** button
3. Select **File Security** and press the **OK** button.
4. Select **On Demand Overwrite** and press the **OK** button.
5. Verify that **On** is checked and press the **OK** button.
6. Select **Standard** or **Full** and press the **OK** button.
7. Confirm the overwrite by selecting **Yes** and pressing the **OK** button.

**Note** A Full Overwrite will overwrite all image data, and images stored in Save Job for Reprint folders.

8. The Disk Overwrite Confirmation Report will print. This details the status and time of the overwrite.
9. The Network Controller will then reboot and network functionality will be unavailable for several minutes.
10. Once the machine has rebooted, verify that the overwrite operation has completed:
  - a. View the Confirmation Report, under Confirmation Details. The **Job Information: Status ESS Disk** parameter should read 'SUCCESS'.

## Immediate Image Overwrite

### Overview

Immediate Image Overwrite (IIO) provides a facility to overwrite jobs from the image disk in the same way as On Demand Image Overwrite. However, IIO performs an overwrite on a job by job basis, immediately after each job has been processed.

Once enabled, the feature becomes immediately operational and requires no configuration by the System Administrator.

### Information Checklist

Before starting the Installation procedure, please ensure that the following item or task is available or has been performed:

1. Ensure that the machine is fully functioning in its existing configuration before you enable Immediate Image Overwrite.

## Enable the IIO

By default, this security feature is disabled.

1. Press the **Menu** button on the machine and select **Tools**.
2. Enter the Administrator's *Password*. The default is **1111** and press the **OK** button
3. Select **File Security** and press the **OK** button.
4. Select **Immediate Overwrite** and press the **OK** button.
5. Select **On** and press the **OK** button.
6. Press the **Menu** button to exit Tools.

**Note** When IIO is enabled, the feature becomes immediately operational and requires no further configuration by the System Administrator.

## Test Immediate Image Overwrite

When Immediate Image Overwrite is configured on the machine any job that is overwritten will have its overwrite status displayed in the Completed Jobs queue details window.

1. Ensure a job is created in the queue after you have installed Immediate Image Overwrite by sending a print job to the machine.
2. Press the **Menu** button on the machine, select **Jobs** and press the **OK** button.
3. Select **Active Jobs** and press the **OK** button.
4. Select the job to be checked and press the **OK** button.
5. Select **Details** and press the **OK** button.
6. View the Job Overwrite Status. The Job Overwrite Status will show 'Successful' if Immediate Image Overwrite is enabled.
7. Press the **Menu** button to exit Tools.

## Immediate Image Overwrite Error

If a failure occurs when Immediate Image Overwrite is performed, the machine will display an **Immediate Image Overwrite Error** message.

1. Perform an On Demand Image Overwrite to ensure that the residual image data is overwritten from the machine. View the instructions in the [On Demand Image Overwrite \(ODIO\)](#) on page 82 to complete this task.

# IP Filtering

## Overview

IP Filtering is a security feature that allows you to control access to Internet Services. IP Filtering allows you to prevent unauthorized access by TCP/IP (Transmission Control Protocol/Internet Protocol).

The IP Filtering feature provides security to the machine, by allowing you to register the IP addresses permitted to communicate with the machine.

## Enable IP Filtering

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine into the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Security** link.
5. Select **IP Filtering** in the directory tree.

### For IPv4 Filtering

6. Checkmark the **IPv4 Filtering Enabled** box.
7. Enter the permittable **IP Address(es)** access to the device in the following IP Address table.

**Note** Enter in the IP address or a IP address range by using an asterisk (\*) as a wild-card character, for example:

- 192.246.238.\* is used to reference a subnet of host address.
- 192.246.\* is used to reference a wider subnet of host address.
- 192.\* is used to reference the widest subnet of host address

8. Click on the **Apply** button to accept changes.
9. If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click on **Login**.
10. Click on **OK**.

### For IPv6 Filtering

11. Checkmark the **IPv6 Filtering Enabled** box.
12. Enter the permittable **IP Address(es)** access to the device in the following IP Address table.

**Note** Enter the IPv6 address in form of CIDR convention. Prefix indicates the number of leftmost bits to be referenced.

**Note** For example:

- 2001:DB8:1234:215:215:99FF:FE04:D345 / 128 is used to reference a complete address.
- 2001:DB8:1234:215:215:99FF:FE04:D345 / 64 is used to reference prefix address consisted of leftmost 64 bits only.
- 2001:DB8:1234:215:215:99FF:: / 80 is used to reference prefix address consisted of leftmost 80 bits only.

## Security

13. Click on the **Apply** button to accept changes.
14. If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click on **Login**.
15. Click on **OK**.

# IP Sec

IP Sec (IP Security) is comprised of the IP Authentication Header and IP Encapsulating Security Payload protocols, that secure IP communications at the network layer of the protocol stack, using both authentication and data encryption techniques. The ability to send IP Sec encrypted data to the printer is provided by the use of a public cryptographic key, following a network negotiating session between the initiator (client workstation) and the responder (printer or server). To send encrypted data to the printer, the workstation and the printer have to establish a Security Association with each other by verifying a matching password (shared secret) to each other. If this authentication is successful, a session public key will be used to send IP Sec encrypted data over the TCP/IP network to the printer. Providing additional security in the negotiating process, SSL (Secure Sockets Layer protocols) are used to assure the identities of the communicating parties with digital signatures (individualized checksums verifying data integrity), precluding password guessing by network sniffers.

## Enable IP Sec

This procedure requires that you have a Shared Secret available.

IP Sec cannot be enabled until SSL (Secure Sockets Layer) is enabled on the machine.

1. At your Workstation, open your Web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Security** link.
5. Select the **IP Sec** in the directory tree.
6. Enable the **Protocol** by placing a checkmark in the **Enabled** box.
7. Enter the a password in the **Shared Secret** and **Verify Shared Secret** boxes.
8. Checkmark **Select to save new Shared Secret** box.
9. Click on the **Apply** to save settings.

# Audit Log

The Audit Log is a list of activities that have been completed at the machine and is displayed in a raw text format. The Internet Services Audit Log screen allows the administrator to enable the machine to download an audit log.

**IMPORTANT** Audit Log cannot be enabled until SSL (Secure Sockets Layer) is enabled on the machine. To enable SSL on a machine, the machine needs to have a Server Certificate. For instructions to set up a Server Certificate, see Machine Digital Certificate Management & Trusted Certificate Authorities on page 91.

## Enable and Download the Audit Log

1. At your Workstation, open the web browser, enter the *IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on **Security** link.
5. Click on the **Audit Log** link.
6. Click the **Audit Log** checkbox.
7. Click on the **Apply** button.
8. To view the log, click on the **Save as Text File**. The Audit Log information is compiled. Right-click on the **Download Log** link to save to a local client.
9. The Audit Log is saved as **Auditfile.txt.gz**. This is a text file compressed as a GZIP file.
10. Open the **Auditfile.txt.gz** compressed file.
11. The Auditfile.txt is a raw text file. To view the Audit Log as tab-delimited text, open the Auditfile.txt document in an application that can import text as a tab-delimited document, such as Microsoft<sup>®</sup> Excel.

## View the Audit Log File

### Event ID

A unique value that identifies the entry. The following list shows the ID number allocated to each type of activity displayed in the Audit Log:

1 = System startup

2 = System shutdown

5 = Print job

10 = Audit Log Disabled

11 = Audit Log Enabled

16 = ODIO Standard started

17 = ODIO Standard complete

18 = ODIO Full started

19 = ODIO Full complete

21 = Delete File/Dir (CPSR)

22 = USB

23 = CPSR Store

24 = CPSR Print

### **Event Description**

The Audit Log contains a maximum list of the last 15,000 activities on machines with an optional hard drive or a maximum of 500 activities for machines without a hard drive. The activities that are displayed include:

- System startups and shutdowns.
- On Demand Image Overwrites completed.
- Jobs completed.
- Store Files jobs.
- Accounting information.

### **Completion Status**

The Completion Status column shows the status of jobs and has the following values:

- completed-normal - the job completed correctly.
- completed-errors - The job completed with errors.
- deleted - the job was deleted.
- not-completed - the job was not completed.

### **Identify the PC or User**

To record the User's name in the Audit Log, Network Authentication must be configured on the Xerox machine.

### **IIO Status**

If IIO (Immediate Image Overwrite) is enabled, this column will show the status of overwrites completed on each job.

### **Entry Data**

This column contains any additional data that is recorded for an Audit Log entry, for example:

- Machine name.
- Job name.
- Username.
- Accounting Account ID (when Network Accounting is enabled).



# Machine Digital Certificate Management & Trusted Certificate Authorities

This is the procedure to follow to install and setup the Machine Digital Certificate Management:

1. see Overview on page 91
2. see Information Checklist on page 91
3. [Access the Machine Digital Certificate Management Screen](#) on page 92
4. [Create a Self Signed Certificate](#) on page 92
5. [Create a Request for a Certificate signed by a Trusted Certificate Authority](#) on page 93
6. [Enable Secure HTTP \(SSL\)](#) on page 94

## Overview

The machine can be configured for secure access with the SSL (Secure Socket Layer) protocol via Digital Certificates. SSL enables secure access to the machine.

SSL requests include:

- Administration of the machine via Internet Services.
- Printing via Internet Services.
- Network Accounting configuration.

To enable SSL on a machine, it needs to have its own digital certificate. When clients make a request to the device, it exports the certificate to provide an encrypted channel.

There are 2 options available to obtain a server certificate for the machine:

- Have the machine create a Self Signed Certificate
- Create a request to have a Certificate Authority sign a certificate that can be uploaded to the machine.

A self-signed certificate means that the machine signs its own certificate as trusted and creates the public key for the certificate to be used in SSL encryption.

A certificate from a Certificate Authority or a server functioning as a Certificate Authority (for example Windows 2000 running Certificate Services) can be uploaded to the machine.

**Note** A separate request is required for each Xerox machine.

## Information Checklist

Ensure that the machine is configured with the following items:

1. An IP Address or Host Name must be configured on the machine.
2. DNS must be enabled and configured on the machine.

**Note** This is used to set the start time for self signed certificates.

## Access the Machine Digital Certificate Management Screen

1. At your Workstation, open the web browser, enter the *IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Security** link.
5. Click on the **Machine Digital Certificate** link.
6. Click on **Create New Certificate**.

You have the option to create a Self-signed Certificate for the machine, or download a request for a certificate to be signed by a Certificate Authority.

### Create a Self Signed Certificate

7. Click on **Self Signed Certificate**.
8. Click on **Continue**.
9. Enter the *Country Code* that represents the country in which the machine is located, in the **2 Letter Country Code** box. The country code must be entered as a two-character ISO 3166 country code.

**Note** If required, enter details for the **State/Province Name**, **Locality Name**, **Organization Name** and **Organization Unit**. Information entered for these options should describe the machine as per the X500 directory scheme but can be any value which is meaningful to the customer to identify the machine.

**Note** The Common Name is taken from the machine's IP Address/Host Name and Domain Name.

10. Enter the **E-mail Address** of the Administrator who is responsible for the secure management of the machine.
11. In the **Days of Validity** box, enter the number of days that the certificate should be valid. Once the specified time is reached, the certificate will expire.

**Note** The start time is based on the current machine system time so it is important that the time is set correctly on the machine.

12. Click on the **Apply** button to accept the changes.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click on **Login**.
13. If successful, the Current Status area will display the message, "A Self Signed Certificate is established on this machine."

Follow the steps in [Enable Secure HTTP \(SSL\)](#) on page 94.

### Create a Request for a Certificate signed by a Trusted Certificate Authority

1. In the **Machine Digital Certificate Management** screen, click on **Certificate Signing Request**.
2. Click on the **Continue** button.
3. Enter the country code that represents the country in which the machine is located, in the **2 Letter Country Code** box. The country code must be entered as a two-character ISO 3166 country code.

**Note** If required, enter details for the **State/Province Name**, **Locality Name**, **Organization Name** and **Organization Unit**. Information entered for these options should describe the machine as per the X500 directory scheme but can be any value which is meaningful to the customer to identify the machine.

**Note** The Common Name is taken from the machine IP Address/Host Name and Domain Name.

4. Enter the **E-mail Address** of the Administrator who is responsible for the secure management of the machine.
5. Click on the **Apply** button to accept the changes.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click on **Login**.
6. The **Certificate Signing Request (CSR)** form will appear.
7. Right-click on the **Right-click to save this certificate...** link.
8. Click on **Save Target As...** and save the file to your computer. The file is saved as a simple text file, named `csr.pem` (Privacy Enhanced Mail).
9. Send the file to your Certificate Authority for digital signing.
10. When you receive the signed certificate back from the Certificate Authority, upload the certificate to the machine:
  - a. Return to the **Machine Digital Certificate Management** screen in the Internet Services Security menu.
  - b. Click on **Upload Signed Certificate**.
  - c. Browse to the signed certificate file on your PC and click on the **Open** button.
  - d. Click on the **Upload Certificate** button.
  - e. If successful, the Current Status will display the message "A Signed Certificate is established on this machine."

**Note** For the upload to be successful, the signed certificate must match the CSR created by the machine and must be in a format that the machine supports.

11. To view installed certificates, click on the **Trusted Certificate Authorities** link in the Internet Services menu. The installed certificate will appear in the list.

## Enable Secure HTTP (SSL)

Once the machine has a machine Server Certificate, you can enable secure HTTP.

1. In the **Internet Services Properties** menu, click on the **Connectivity** link.
2. Click on the **Protocols** link.
3. Click on the **HTTP** link.
4. Click on the **Enable** checkbox in the **Protocol** area.
5. Enter the **HTTP Port Number** if required. The default is 80.
6. Select the **Require SSL** option in the **HTTP Security Mode** drop-down menu.
7. Click on the **Apply** button to accept the changes.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click on **Login**.
8. Close your web browser and then access the Internet Services screen again. The Security warning will display. Self-signed certificates causes browsers to display messages which question the trust of the certificate. Click on the **OK** button to continue.

# SNMP

SNMP (Simple Network Management Protocol) settings can be configured via Internet Services.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Click on the **SNMP** link.
7. Click on the **Enable** checkbox.

## Edit SNMP settings

1. Click on the **Edit** button.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click on **Login**.
2. Enter the **GET Community Name** and **SET Community Name** details under the **Community Names** area.  
**Note** If you change the GET and/or SET Community Names, you must change all network applications that are communicating via SNMP with this machine to use the new GET/SET names.
3. Enter a name for the default **TRAP Community Name**. The default is `SNMP_trap`. The Default TRAP community name is used to specify the default community name for all traps generated by this machine. A trap is a notification of an event.
4. Click on the **Enable** checkbox to enable **Authentication Failure Generic Traps**.  
When the **Authentication Failure Generic Traps** is enabled, the machine will generate a trap for every SNMP request that is received by the machine which contains an invalid community name.
5. Click on the **Apply** button to accept changes, **Cancel** to return the settings to their previous values and return to the SNMP Properties screen, or **Undo** to return the settings to their default values but remain in the Community Names screen.

## Trap Destination Addresses

You can specify Trap Destination Addresses.

1. In the **Trap Destination Addresses** area click **Add IP Address**.
2. Enter the **IP Address** and **UDP Port Number** in the **IP Trap Destination Address** area.
3. In the **Traps** area, enter the name in the **TRAP Community Name** box.
4. Select the Traps to be received. The Traps are:
  - Printer Traps.
  - Cold Start Generic Traps.
  - Warm Start Generic Traps.
  - Authentic Failure Generic Traps.

**Note** When Authentication Failure Generic Trap is enabled, the machine will generate a trap for every SNMP request that is received by the machine which contains an invalid community name.

5. Click on the **Apply** button to accept the changes.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click on **Login**.

## SNMPv3

SNMPv3 can be enabled to create an encrypted channel for secure machine management.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **Connectivity** link.
5. Click on the **Protocols** link.
6. Click on the **SNMPv3** link.
7. Click the **Enable** checkbox.
8. Enter the **Username**.
9. Enter the **Authentication Password**.
10. Select the **Algorithm** type.
11. Enter the **Privacy Password**.
12. Click on the **Apply** button to accept the changes.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click on **Login**.

Data Encryption ensures that any user or job sensitive data that resides on the machine is secure. Data Encryption is automatically enabled on the machine and no further configuration is required by the administrator. If the hard drive is removed from the network controller, then the encrypted data remains protected because the encryption key is not stored on the hard drive.





# SMart eSolutions

# 7

This chapter explains how to set up the SMart eSolutions of the machine. The following information is provided in this chapter:

- [Overview](#) on page 100
- [Information Checklist](#) on page 101
- [SMart eSolutions](#) on page 102
- [Meter Assistant™](#) on page 104
- [Supplies Assistant™](#) on page 106
- [Maintenance Assistant](#) on page 107

## Overview

SMart eSolutions provides the ability to automatically send data to Xerox to be used for billing (Meter Assistant™) and toner replenishment (Supplies Assistant™).

SMart eSolutions provides the following features:

- **Meter Assistant™** - automatically submits meter reads to Xerox from network machines. This ends the need to collect and report meter read information manually.
- **Supplies Assistant™** - manages toner supplies for network equipment, and also monitor actual usage.
- **Maintenance Assistant** - monitors the machine and reports to Xerox through your network

There are three ways to register a machine for SMart eSolutions:

- Client Direct registration (Default)
- SMart eSolutions Windows Client
- CentreWare Web.

For a full description of SMart eSolutions and to download the applications (SMart eSolutions Windows Client or CentreWare Web), refer to [www.xerox.com/smartesolutions](http://www.xerox.com/smartesolutions).

# Information Checklist

Before registering machines for Meter Assistant™, please ensure that the following tasks have been performed:

- Ensure the machine is fully functioning on the network.
- TCP/IP and HTTP protocols must be enabled on the machine so that the machine web browser can be accessed. (Device Direct).
- Enable SNMP (SMart eSolutions Client and CentreWare Web). If you want to use SMart eSolutions Windows Client or CentreWare Web, visit [www.xerox.com/smartesolutions](http://www.xerox.com/smartesolutions).

# SMart eSolutions

## Device Communication Status

1. At your Workstation, open the web browser and enter the *IP Address* of the machine in the Address Bar.
2. Press **Enter**.
3. Click the **Status** icon.
4. Click on **SMart eSolutions**.
5. The **Device Communication Status** section indicates if your machine is successfully communicating with Xerox. One of the following messages will display:
  - Communication Failure
  - Customer Not Enrolled
  - Fully Configured & Communicating with Xerox
6. If there is an error in communication, the section displays '**Communication Failure**', click on the **Settings** button. The **SMart eSolutions Setup** page displays.

## SMart eSolutions Setup - Enrollment

1. In the **Enrollment** area:
  - a. For **SMart eSolutions Enrollment**, there are two options:
    - **Enrolled** — Communication with Xerox is enabled. This is the default state for the printer.
    - **Not Enrolled** — Communication with Xerox is disabled. Select this option to stop communications with Xerox. When you select **Not Enrolled** a window appears to confirm that you want to deactivate SMart eSolutions enrollment.
  - b. Select **Enrolled** and click on **OK** when the acknowledgement message displays.
  - c. The **Machine Serial Number** displays the serial number of the printer.

## SMart eSolutions Setup - Communication Setup

1. In the **Communications Setup** area:
  - a. For **Daily Transaction Time** specify the start time (hour and minute) when SMart eSolutions communication occurs with Xerox.
  - b. **HTTP Proxy Server** displays one of the following:
    - Fully Configured
    - Not Configured
  - c. If '**Not Configured**' is displayed or you want to edit the current configuration, click on **Configure** and refer to Proxy Server on page 103.

2. To test communication, click on the **Test Communication Now** button. 'Please Wait' will display while the printer tests the communication and displays one of the following:
  - Test Communication Pass
  - Test Communication Fail
3. Click on **OK**.
4. Click on **Save Changes** to save the changes.

## Proxy Server

**Note** The **Proxy Server** page displays when you click on the **Configure** button for **HTTP Proxy Server** from the **Communications Setup** area.

1. In the **HTTP** area on the **Proxy Server** page:
  - a. To automatically detect HTTP Proxy Server, check the **Enabled** checkbox for **Auto Detect Proxy Settings**.

**Note** Automatically detecting proxy settings may overwrite manual settings. Disable Auto Detect Proxy Settings to ensure use of manual settings.

The Auto Detect process will first use the manual settings to access the Internet. If this fails it will then use WPAD to auto detect proxy settings. If WPAD fails it will then try a direct connection.

2. Check the **Enable** checkbox for **HTTP Proxy Server** to designate a server.
  - a. For **Name or IP Address** select either **IP Address** or **Host Name**.
  - b. Enter details in the **IP Address and Port** or **Host Name and Port** fields.
  - c. Enter details in the **Exception List** field.
3. Click on **Save Changes** to save the changes.
4. Click on **OK** when the acknowledgement message displays.

## Meter Assistant™

The Meter Assistant™ is a component of SMart eSolutions. The **Meter Assistant™** tab on the **SMart eSolutions** page provides detailed information, including dates, times, and counts of impressions sent in the last billing meter transmission.

The meter data is recorded in the Xerox service management system. It is used for the invoicing of metered service agreements, and also for evaluating consumable usage against printer performance. The automatic collection of the meter reads will ensure quality and reliability of the data we use to manage your service agreements.

### To Enable Meter Assistant™ - Meter E-mail Alerts

1. At your Workstation, open the web browser and enter the *IP Address* of the machine in the Address Bar.
  2. Press **Enter**.
  3. Click the **Status** icon.
  4. Click **SMart eSolutions**. The **SMart eSolutions** page displays.
  5. Click on the **Meter Assistant** tab.
  6. The **Meter Assistant** area displays the following:
    - Last communication date
    - Billing meter information sent in last transmission
  7. For **Meter E-mail Alerts** one of the following displays:
    - Not Configured
    - Fully Configured
  8. Click on **Settings** to configure **Meter E-mail Alerts**.
    - a. The **Alert Notification** page displays. In the **Recipient List** area enter the e-mail address in the following fields to receive E-mail alert notifications:
      - SysAdmin Email Address
      - Key User E-mail Address
      - Service E-mail Address
- Note** To receive the alert notifications, ensure System Administrator information has been added in the **Contact Information** field on the **Support** page.
- b. In the **Recipient Conditions** area check the specific alert checkbox you want each recipient to receive.
  - c. In the **Alert Notifications** area, for **SMart eSolutions Alert** select the following required alerts:
    - **Billing meter reads reported** - an alert is generated when billing meter readings have taken place. You can set up your machine so that it will automatically offer meter readings when requested by the Xerox Communication Server.
    - **Smart eSolutions enrollment is cancelled** - an alert is generated when the state is changed from "Enrolled" to "Not Enrolled."

- **Smart eSolutions communication error has occurred** - an alert is generated when there is a communication error.
9. Click on **Save Changes** to save the changes.
  10. Click on **OK** when the acknowledgement message displays.

## Supplies Assistant™

Eligible machines will automatically be enabled for the Supplies Assistant™ when the machine is registered with Xerox. The Supplies Assistant™ manages supply order to ensure the right supplies are supplied on the right time.

To set up Supplies Assistant™, go to [www.xerox.com/smarteresolutions](http://www.xerox.com/smarteresolutions)

1. At your Workstation, open the web browser and enter the *IP Address* of the machine in the Address Bar.
2. Press **Enter**.
3. Click the **Status** icon.
4. Click **SMart eSolutions**. The **SMart eSolutions** page displays.
5. Click on the **Supplies Assistant** tab.
6. In the **Supplies Assistant** area, the following informations are displayed:
  - Last communication date (date and time)
  - Supply data information sent in last transmission



# Maintenance Assistant

When calling for assistance you can send up-to- the minute performance related data to Xerox to help diagnose problems. You can also open an online diagnostic session with Xerox directly with Maintenance Assistant. This feature sends your device's diagnostic information to Xerox to be immediately analyzed and matched with solutions to resolve detected issues.

You can also download usage information to your workstation. The downloaded file is in CSV format which can be opened in a spreadsheet program.

## Sending Device Data to Xerox Immediately

1. At your Workstation, open the Web browser and enter the *IP address* of the device in the Address bar, and press **Enter**.
2. Click on the **Status** tab.
3. Select **SMart eSolutions** in the directory tree.
4. Click on the **Maintenance Assistant** tab.
5. Click on the **Send Diagnostic Information to Xerox** bar. A “**Sending Diagnostic Information**” message will display. When the transmission is complete a success message will be displayed.
 

**Note** An error message will be displayed if the device is not enrolled in SMart eSolutions.
6. Click on the **Close** button.

## To Open an Online Troubleshooting Session with Xerox

1. At your Workstation, open the Web browser and enter the *IP address* of the device in the Address bar, and press **Enter**.
2. Click on the **Status** tab.
3. Select **SMart eSolutions** in the directory tree.
4. Click on the **Maintenance Assistant** tab.
5. Click on the **Start an Online Troubleshooting Session at www.xerox.com** bar. A “**Starting Online Troubleshooting Session**” message will display. When transmission is complete your browser will automatically be redirected to Xerox.com for online assistance.
 

**Note** If there are any communication problems, a message window will display. Check your configuration and communication settings by clicking the **Settings** button. This will take you to the **SMart eSolutions Setup** page.

### To Download File to Your Workstation:

1. At your Workstation, open the Web browser and enter the *IP address* of the device in the Address bar, and press **Enter**.
2. Click on the **Status** tab.
3. Select **SMart eSolutions** in the directory tree.
4. Click on the **Maintenance Assistant** tab.
5. Click on the **Download File to Your Computer** bar. The **Generating Diagnostic Information** screen will display, showing “This may take a few minutes”.

6. Once the file is ready, **File Ready** screen will display, indicating “**File Successfully generated**”. Right-click on the link **UsageLog.csv** to download the file.
7. Select **Save Target As...**
8. Select the folder you want to save the file in and click on **Save**.
9. Click on the **Close** button.

If there are any communication problems, a message window will display. Check your configuration and communication settings by clicking the **Settings** button. This will take you to the **SMart eSolution Setup** page.

# CentreWare Internet Services



This chapter explains how to enable and use the CentreWare Internet Services CWIS feature of the machine. The following information is provided.

The following areas are covered:

- [Overview](#) on page 110
- [Access CWIS](#) on page 111
- [Status](#) on page 112
- [Jobs](#) on page 115
- [Active Jobs](#) on page 115
- [Personal and Secure Jobs](#) on page 115
- [Saved Jobs](#) on page 116
- [Completed Jobs](#) on page 116
- [Print](#) on page 117
- [Properties](#) on page 118
- [Tray Settings](#) on page 118
- [Alert Notification](#) on page 119
- [Power Management](#) on page 122
- [Enabling/Disabling USB ports](#) on page 123
- [Support](#) on page 127

## Overview

CWIS uses the embedded HTTP Server on the machine. This allows you to communicate with the machine through a web browser and gives you access to the Internet or intranet.

Entering the IP Address of the machine as the URL in the browser provides direct access to the machine.

CWIS not only allows you to change the same basic settings as on the Control Panel, but also allows you to change more specialized settings for the machine.

### Information Checklist

Please ensure that the following items are available or have been performed before accessing CWIS:

1. The machine should be physically connected to the network with TCP/IP enabled so that CWIS can be accessed from a web browser.
2. An existing operational workstation with TCP/IP Internet or Intranet accessibility is required.
3. HTTP should be enabled on the machine. HTTP is enabled by default. If you need to enable HTTP, see Enable HTTP on the Machine on page 110.

### Enable HTTP on the Machine

HTTP must be enabled on the machine in order to access the embedded web pages.

1. Press the **Menu** button on the machine and select **Tools**.
2. Enter the Administrator's *Password*. The default is **1111** and press the **OK** button.
3. Select **Setup** and press the **OK** button.
4. Select **Network Settings** and press the **OK** button.
5. Select **Network Services** and press the **OK** button.
6. Select **HTTP** and press the **OK** button.
7. Select **On** and press the **OK** button.
8. Press the **Menu** button to exit Tools.

## Access CWIS

Use these instructions to access CWIS, the embedded web pages resident in the machine.

1. Open the web browser from your Workstation.
2. In the URL field, enter **http://** followed by the IP Address of the machine. For example: If the IP Address is 192.168.100.100, enter the following into the URL field: **192.168.100.100**.
3. Press **Enter** to view the Home page.
4. Click a tab to access the desired page, or click on the Index icon at the top of the machine web page to access the index and contents list.

### Network Factory Default button

This button can be found on the **Status** tab and is used to reset Network parameters to factory default values from the Internet. It causes the machine to set all Network values back to factory default. This will cause an immediate image overwrite of any incomplete print jobs being processed when the Network Controller is rebooted.

Once the button is selected, the following will occur:

1. If the System Administrator is already authenticated as an administrator the machine will reboot. The web-browser will not be able to connect to the machine via the Web UI until the network controller has reset.
2. If the System Administrator is not already authenticated, the **Administration Authentication** screen will appear so authentication can be performed. Once this has successfully occurred, the **Administration Authentication** screen will close and the machine will reboot. The web browser will not be able to connect to the machine via the CWIS until the Network Controller has been reset.

# Status

The status tab provides information on the setup and current state of the machine.

## General

The General page allows you to view the Name, Location, IP Address and Status of the machine.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Status** tab.
4. Click on the **General** link.

**Note** All information presented on the Local UI display is also presented in CWIS. This includes e-mail addresses, phone numbers and passwords as they are being entered. If this presents a security concern, Xerox recommends enabling the IP Filtering security feature in order to control remote access to the device.

## Rebooting the machine

It is possible to reboot the machine from CentreWare Internet Services by clicking on **Reboot Machine** on the **General** page. The Network Controller takes approximately 5 minutes to reboot and network connectivity will be unavailable during this time.

## Alerts

The Alerts page allows you to view all current alert messages. Each alert will specify what the problem is and a solution to the problem.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Status** tab.
4. Click on the **Alerts** link.

**Note** The following information is displayed:

- **Severity** - The importance or impact of the problem.
- **Status Code** - If the problem needs a Service Representative to fix it then let them know this code when you talk to them.
- **Description** - Displays a warning or details about the problem and how to fix it.
- **Skill Level** - Displays the suggested skill level needed to fix this problem. The levels are:
  - **Trained** - System Administrator needed to fix this problem.
  - **Untrained** - Normal User can fix this problem.
  - **Field Service** - Xerox Support needed to fix this problem.
  - **Management** - Network Administrator needed to fix this problem.
  - **No intervention required** - A normal machine status.

## Trays

The Trays page allows you to view paper supply setup and paper output.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Status** tab.
4. Click on the **Trays** link.
5. The **Trays** page displays the current paper supply.

Instructions for changing the paper stock are contained in the **User Guide CD2** delivered with your machine.

## Consumables

The **Consumables** page allows you to view the status of the Customer Replaceable Units (CRUs) within the machine. The CRUs are toner cartridges and fuser cartridges.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Status** tab.
4. Click on the **Consumables** link.
5. The **Status** screen may show one of the following options:
  - **Ready**
  - **Reorder** (Supply is getting low).
  - **Replace** (Unit Supply is used up and requires immediate replacement).

For each unit, the **% Life Remaining** icon describes the current supply level as a percentage and provides a bar graph visual display.

## SMart eSolutions

For information on SMart eSolutions, refer to [SMart eSolutions](#) on page 102



# Jobs

The jobs tab displays status information on active, completed, saved and personal and secure jobs.

## Active Jobs

The Active Jobs page displays information about the active job list on the machine.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Jobs** tab.
4. Click on the **Refresh** button to update the information in the table.

**Note** The following information is shown:

- **Job Name** - The file name of the document the print job is generated from.
- **Owner** - The person submitting the job.
- **Status** - The current status of the job.
- **Type** - Displays whether that the job is a print job.
- **Copy Count** - Displays the number of copies requested for the job.

## Personal and Secure Jobs

The Personal and Secure Jobs page displays information about personal and secure jobs stored on the machine and allows them to be printed.

**Note** Personal and secure job storage is only available on machines configured with an optional 320Gb hard drive.

### To print a Personal or Secure job using CWIS:

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Jobs** tab.
4. Click on the **Personal and Secure Jobs** tab. Your Personal and Secure Jobs folder location is displayed as well as a meter showing how much storage space is available. Select the required folder.
5. Click the checkboxes next to the job or jobs you wish to print.
6. From the drop-down menu select **Print and Delete**, and click **Go**.
7. Enter the passcode set when the job was sent to the printer and click **Login**.

**Note** The passcode is not required for personal print.

8. The print job will now be printed and then deleted from the storage folder.

**Note** Jobs can be deleted without printing by selecting **Delete** from the drop-down menu and clicking **Go**.

## Saved Jobs

The Saved Jobs page displays information about personal and secure jobs stored on the machine and allows them to be printed.

**Note** Saved job storage is only available on machines configured with an optional 320Gb hard drive.

### To print a Saved job using CWIS:

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Jobs** tab.
4. Click on the **Saved Jobs** tab. Your Saved Jobs folder and the public Saved Jobs folder location is displayed as well as a meter showing how much storage space is available. Select the required folder.
5. Click the checkboxes next to the job or jobs you wish to print.
6. From the drop-down menu select **Print** and click **Go**.
7. For private saved jobs, enter the passcode set when the job was sent to the printer and click **Login**.
8. The job will now be printed.

**Note** Jobs can be deleted without printing by selecting **Delete** from the drop-down menu and clicking **Go**.

## Completed Jobs

The Completed Jobs page displays information about completed jobs on the machine.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Jobs** tab.
4. Click on the **Completed Jobs** tab.

**Note** The following information is shown:

- **Index** - Index number of the job.
  - **User Name** - The user name of the job originator.
  - **File Name** - The file name of the document the print job is generated from.
  - **Sheets Printed** - Number of sheets printed in the job.
  - **Start Time** - Job start time.
  - **End Time** - Job end time.
5. To download the completed jobs list either as a comma-separated-values (CSV) file or as an XML file, select the format from the drop down list and press the **Go** button.
  6. To clear the table of all completed job information, press the **Clear All Completed Jobs** button.

# Print

Print-ready documents can be quickly and easily submitted for printing using the Job Submission page.

A print-ready document is a file that has been formatted and saved for printing from the application that created it or the Print to File check box was selected in the printer driver.

The following file formats can be printed from the Job Submission page:

- PCL<sup>®</sup> 5e
- PCL<sup>®</sup> XL
- PostScript<sup>®</sup> Level 2 and 3
- TIFF
- ASCII
- Text
- PDF
- JPEG

**Note** ASCII text files, from systems other than PCs, may not print correctly if hard carriage returns (ASCII Control-M) are not used as line delimiters in the text.

Large print jobs need adequate space on your hard drive when printing through CentreWare Internet Services.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Print** tab.
4. In the **File** area at the bottom of the screen, enter the name of the document that you want to print, or click the **Browse** to locate the document on your workstation, click on **OK**.
5. Enter the number of **Copies** required in the **Printing** area.
6. Select the required Printing options for Copies, Collate, Orientation, Stapling, and 2-sided printing. Select the required Paper options for Size, Type and Color.

**Note** If Network Accounting is installed, then enter your Account and User ID for accounting purposes. (The Accounting fields are only visible if accounting is enabled on your machine).

**Note** Printing options are only valid for jobs that do not already contain different settings already.

7. When finished with your selections, click the **Submit Job** button to send your document to the printer. Wait for the Job Submission confirmation window to appear before exiting or navigating to a different screen: this prevents your print job being deleted.
8. Retrieve the printed document(s) from the machine.

# Properties

The properties tab is used to configure machine settings.

## Description

The Description Page displays the machine model and serial number and provides fields for the entry of location, Xerox asset number and customer asset number information.

## Tray Settings

The Tray Settings page allows you to set the Mode, Prompt option and Sequence settings for the machine's media trays.

### Mode

Each tray can be set to one of the following modes:

- **Static** - The paper size and type is specified by the user when loading the tray.
- **Dynamic** - The paper size and type are dictated by the print job being sent. The tray is selected using the printer driver.
- **Permanent** - The paper size and type is permanently set and cannot be changed by the user during paper loading. The paper type and size requested must be loaded.
- **Bypass** - Allows a print job to start or continue by accepting any paper loaded into Tray 1 (Bypass), and print on that paper, regardless of what the print job specifies.

### Prompt

If this option is enabled for a tray a prompt to change the tray settings is displayed when the tray is opened and closed.

## Sequence

The Sequence settings allow the user or administrator to specify the next tray to use if the current tray runs out of media. The Auto Tray Switching and Auto Tray Sequencing options must be enabled to access these settings.

For example, if the trays are set up in the following sequence:

Sequence Number	Tray
1	4
2	2
3	1
4	3

When a print job is sent requiring Tray 2 and Tray 2 runs out of paper during printing, Tray 4 will be used next, followed by Tray 1 and then Tray 3. The machine continues down the sequence specified until the job is completed or all trays run out of paper.

To edit tray settings:

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab. If required, enter the admin *username* **admin** and *password* **1111** and click **OK**.
4. Click on the **Services** link.
5. Click on the **Printing** link.
6. Click on the **General** Link.
7. In the **Machine Settings** section enable the **Auto Tray Switching** and **Auto Tray Sequencing** settings.
8. Click on the **General Setup** link.
9. Click on the **Tray Settings** link.
10. For each tray configured on the machine set the required mode.
11. For each tray in the list click the **Enable** check box to enable a prompt which allows the tray settings to be changed when a tray is opened and closed.
12. Use the drop-down menus to assign a sequence number to each tray.
13. Click **Apply** to save the tray settings.

## Alert Notification

Customers can set the Xerox machine to notify Users or operators of problems as they occur on the machine. Alert Notification is configured via CentreWare Internet Services.

## General Device Alerts

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on the **General Setup** link.
5. Click on the **Alert Notification** link.
6. In the **Alert Preferences** area, select the required alert options for:
  - Paper jam detection,
  - Toner is low,
  - Toner is empty,
  - Drum warning,
  - Replace Drum,
  - Billing meter reads reported,
  - SMart eSolutions enrollment is cancelled,
  - SMart eSolutions communication error has occurred,
  - Security settings reset.
  - Job Accounting File almost full
7. In the **Alert Recipient** area, enter the full e-mail address of a User that you want to be notified of any machine problems.

**Note** This is normally set to the System Administrator's e-mail address.

**Note** Multiple e-mail addresses can be added and must be separated by a semicolon.

8. In the **Supplies Management** area, select the required options:
  - **Reorder at** - sets the percentage at which the toner cartridge and/or drum cartridge Reorder Notification message will be displayed on the local user interface.
  - **Toner Cartridge Status** - enables or disables the toner cartridge Reorder Notification on the local user interface.
  - **Drum Cartridge Status** - enables or disables the drum cartridge Reorder Notification on the local user interface.
  - **Cancel Current Reorder Message(s)** - removes an active Toner and/or Drum Cartridge Reorder Notification alert from the local user interface.
9. Click on **Apply** to save the changes.  
Click on **OK**.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click on **Login**.

## Date and Time

The **Date and Time** page allows modification of date, time and timezone information.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. If required, enter the Administrator's *User Name* **admin** and *Password* **1111**, and click **OK** button.
5. Click on the **General Setup** link.
6. Click on the **Date and Time** link in the directory tree. The Date and time page displays.
7. On the world map, click the timezone that is closest to you or select it from the list box below the map.
8. Select the preferred date format and enter the date and time using the drop-down menus.
9. Select the preferred time format by clicking the radio button and enter the current time in the text fields  
  
**Note** Remember to specify AM or PM if **Display as 12 hour clock** is selected.
10. Click **Apply** to save changes.

## Power Management

The **Power Management** page allows you to enable the power saving feature and set the inactivity delay before the machine enters power-saving mode.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. If required, enter the Administrator's *User Name* **admin** and *Password* 1111, and click **OK** button.
5. Click on the **General Setup** link.
6. Click on the **Power Management** link in the directory tree. The Power Management page displays.
7. From the drop down menu, Enable power saving by selecting **On**.
8. From the drop down menu, select the time the machine should remain inactive for before going into power-saving mode.
9. Click **Apply** to save changes.

## Billing and Counters

The Internet Services Billing Information page displays the total number of impressions printed by the device. The usage Counters page shows you the number of impressions and images sent by the machine.

The Billing and Usage Counter may also be viewed via the LUI (Menu button).

## Billing Information

The Billing Information page provides current and previous readings of the entire set of machine counters.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on **Properties** tab.
4. Click on the **General Setup** link.
5. Click on the **Billing & Counters** link.
6. Click on the **Billing Information** link.
7. Click on the **Refresh** button to view the current billing information in the **Total Impressions** area.

## Billing Meter

The Billing Meter area shows the date and number of impressions that were notified to the Xerox Communication Server.



## Usage Counters

The Usage Counters page shows you the number of impressions produced and images sent by the machine.

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on **Properties** tab.
4. Click on the **General Setup** link.
5. Click on the **Billing & Counters** link.
6. Click on the **Usage Counters** link.

Click on the **Refresh** button to view the current usage in the Usage Counters area.

## Enabling/Disabling USB ports

The USB ports can be enabled or disabled using CentreWare Internet services.

1. At your Workstation, open your web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab. If required, enter the admin *username* **admin** and *password* **1111** and click **OK**.
4. Click on the **Connectivity** link.
5. Click on the **Physical Connections** link.
6. Click on the **USB** Link.
7. Check the required box to enable a USB port or uncheck the box to disable it.
8. Click **Apply** to save the changes.

## Printing Services

The printing services section of CentreWare Internet Services contains the settings that control the print output including paper tray settings and reports.

### Enabling or disabling banner pages

1. At your Workstation, open your web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab. If required, enter the admin *username* **admin** and *password* **1111** and click **OK**.
4. Click on the **Services** link.
5. Click on the **Printing** link.
6. Click on the **Banner Pages** link.

7. Click the **Enabled** radio button to print a banner page before each printing job or click the **Disabled** radio button to print jobs without a banner page.
8. Click **Apply** to save the changes.

## General Print settings

The General Print Settings page contains the PCL settings, paper tray size and type settings, configuration menu settings, and default job settings including 2-sided printing and collation.

To configure general print settings:

1. At your Workstation, open your web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab. If required, enter the admin *username* **admin** and *password* **1111** and click **OK**.
4. Click on the **Services** link.
5. Click on the **Printing** link.
6. Click on the **General** Link.
7. In the **PCL Menu** section, select the required font number and symbol set from the drop-down list.
8. Enter the required **Font Pitch** and **Font Height**.
9. Enter the required **Lines Per Form**.
10. Select the required **Line Termination** from the drop-down list.
11. Set **Wide A4**, **PCL Edge To Edge** and **Suppress Blank Pages** to **On** or **Off** using the drop-down lists as required.
12. In the **Tray Menu** section set the tray defaults for each tray configured on your machine.
13. In the **Machine Settings** section enable the **Reprint Jammed Pages**, **Auto Tray Switching** and **Auto Tray Sequencing** settings as required. Set the **Load Paper Timeout** setting to **Off** or between **1** and **1440** minutes using the drop-down list.
14. In the **Configuration Menu** section, select the **Configuration Menu Orientation** and **Personality** from the drop-down menus.
15. Enter the required **I/O Timeout** into the text field.
16. In the **Job Settings** section set the required 2-sided printing setting using the drop-down menu.
17. Enable paper substitution by checking the checkbox.
18. Enable **Postscript Edge To Edge** printing and **Collation** using the drop-down menus.
19. Click **Apply** to save the changes.

## Enabling or disabling print spooling

1. At your Workstation, open your web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab. If required, enter the admin *username* **admin** and *password* **1111** and click **OK**.
4. Click on the **Services** link.

5. Click on the **Printing** link.
6. Click on the **Print Spooling** Link.
7. Click the **Enabled** radio button to allow print jobs to be spooled to a file before being printed. Click the **Disabled** radio button to disable spooling.
8. Click **Apply** to save the changes.

## Print Services Reports

To print reports:

1. At your Workstation, open your web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab. If required, enter the admin *username* **admin** and *password* **1111** and click **OK**.
4. Click on the **Services** link.
5. Click on the **Printing** link.
6. Click on the **Reports** Link.
7. Click **Print** button next to the reports you wish to generate.
8. Click **OK** to dismiss the printing confirmation popup.

## Secure Print settings

To configure Secure Print:

1. At your Workstation, open your web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab. If required, enter the admin *username* **admin** and *password* **1111** and click **OK**.
4. Click on the **Services** link.
5. Click on the **Printing** link.
6. Click on the **Secure Print** Link.
7. Check the **Enabled** checkbox.
8. Enter the require secure print spooling capacity.
9. Enter the max length of the secure print passcode that may be specified by the user.
10. Set the required release behavior.
11. Click **Apply** to save the changes.

## PPDS Menu

Features on the **PPDS Menu** page will allow you to set values for lines per page, page format and whether Line Feed is automatically applied after a Carriage Return. These settings are used to control Personal Printer Data Stream, primarily from IBM Mainframe applications.

## Maintenance

### Upgrade Management

To enable or disable cloning and firmware upgrades on the machine:

1. At your Workstation, open your web browser and enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab. If required, enter the admin *username* **admin** and *password* **1111** and click **OK**.
4. Click on the **Maintenance** link.
5. Check the box to enable upgrades and cloning.
6. Click **Apply** to save the changes.

# Support

The CentreWare Internet Services Support page provides easy access to the Xerox web site, to allow diagnostic information to be sent to Xerox or to initiate an on-line troubleshooting session. The page can also be set up to show Xerox support telephone numbers and the contact details for the system Administrator.

## To Edit Xerox or Administrator Support Contact Details

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Support** tab.
4. Click on the **Edit Settings** button.
5. Enter the contact details in the entry fields.
6. Click on the **Apply** button to accept the settings.
7. Click on **OK**.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click on **Login**.

## To transmit diagnostic information or to start an on-line troubleshooting session

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Support** tab.
4. Click on the **Send Diagnostic Information to Xerox** button. If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click on **Login**.
5. Click on the **Start an Online troubleshooting session at www.xerox.com...** button.

## To start an online troubleshooting session

1. At your Workstation, open the web browser, enter the *TCP/IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Support** tab.
4. Click on the **Start an Online troubleshooting session at www.xerox.com...** button.
5. The machine's diagnostic information is transmitted to Xerox then an online trouble shooting session begins. Follow the on-screen information.



# Software Upgrade

# 9

This chapter explains how to upgrade the software on the Phaser 4622. The following information is provided.

- [Overview](#) on page 130
- [Manual Upgrade using CentreWare Internet Services](#) on page 131
- [Manual upgrade using a USB flash drive](#) on page 133

## Overview

The Software Upgrade feature allows the customer to upgrade the machine software as requested by a Xerox Customer Support Centre Representative, without needing a Customer Service Representative to be present.

### When should I upgrade the software?

Xerox is continually seeking to improve its products and a software revision may become available to improve functionality on the machine. Your Customer Support Centre Representative will instruct you to upgrade your machine when it is necessary.

### How do I upgrade the software?

**IMPORTANT** Any jobs in the queue must be allowed to complete or be deleted before initiating a software upgrade.

**Note** All configured network settings and installed options will be retained by the Machine after the Software Upgrade Process.

There are 3 methods for upgrading the software on the machine:

1. Manual upgrade over a network connection using CentreWare Internet Services (via a web browser).
2. Manual upgrade directly at the machine with a USB flash drive connected to the USB port on the front or rear of the machine.
3. Manual upgrade using Print File Submission.



# Manual Upgrade using CentreWare Internet Services

If your machine is connected to the network, it is possible to upgrade the software through CentreWare Internet Services. The machine will need to be configured for TCP/IP and HTTP.

## Determining whether your machine has a network connection

1. Press the **Menu** button on the Control Panel.
2. Select **Information** and press the **OK** button.
3. Select **Information Pages** and press the **OK** button.
4. Select **Configuration Page** and press the **OK** button.
5. Confirm printing by selecting **Yes** and pressing the **OK** button.
6. Press the **Menu** button to return to the status screen.

## Manual Upgrade using a USB flash drive

If your machine does not have a network connection, it is possible to upgrade the software by connecting a USB flash drive to the USB port at the front or on the side of the machine, for more instructions refer to Manual upgrade using a USB flash drive on page 133.

## Manual Upgrade using Print File Submission

An upgrade file may be submitted as a print ready file to a printer port, example Port 9100. The machine interpreter will identify the file as containing a firmware upgrade and start the upgrade process.

All printing protocols supported by the machine support Print File Submission upgrades.

## Manual upgrade using CentreWare Internet Services

### Information Checklist

Before starting the procedure, please ensure that the following items have been performed:

1. Obtain the new software upgrade file for your machine from the [www.xerox.com](http://www.xerox.com) web site or from your Xerox Customer Support Representative. The upgrade file will have an extension of **.hd**. Download the upgrade file to a local or network drive. You will be able to delete the file after the upgrade procedure.
 

**Note** It is important to obtain the correct upgrade file for your particular model of machine.
2. TCP/IP and HTTP protocols must be enabled on the machine so that the machine web browser can be accessed.

## Procedure

1. At your Workstation, open the web browser, enter the *IP Address* of the machine in the Address bar.
2. Press **Enter**.
3. Click on the **Properties** tab.
4. Click on **Maintenance** link.
5. Click on **Firmware Upgrade** link.
6. Click on **Enabled**.
7. Click on **Firmware Upgrade**. If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click **Login**.
8. In the **Firmware Upgrade** box, click on **Browse** to locate the software upgrade file **.hd** obtained earlier.
9. Click on the **.hd** file.
10. Click on the **Open** button.
11. Click on the **Install Software** button to proceed with the upgrade.  
If prompted, enter the Administrator's *User ID* **admin** and *Password* **1111**, and click **Login**.
12. The file will be sent to the printer and will disable the printing functionality. The web browser will become inactive and you will not be able to access the machine via this method until the upgrade has completed and the machine has rebooted. The upgrade should take no longer than 30 minutes.
13. Once the machine has completed the upgrade it will reboot automatically. The configuration report will print (if enabled). Check the configuration report to verify that the software level has changed.

# Manual upgrade using a USB flash drive

This section provides instructions to upgrade machine software via a Software Upgrade file stored on a USB flash drive.

**Note** The print queue will be used for this procedure, so further jobs will not be printed until the upgrade has finished.

All configured network settings and installed options will be retained by the machine after the Software Upgrade process.

## Information Checklist

Before starting the procedure, please ensure that the following items have been performed:

1. The Software Upgrade file obtained from [www.xerox.com](http://www.xerox.com) or your Customer Service Representative. The file will have an **.hd** extension.

**Note** It is important to obtain the correct upgrade file for your particular model of machine. Xerox recommends that the file is stored in a subdirectory on the USB flash drive so that it is easier to locate from the machine's User Interface.

2. If you are performing the upgrade on a networked (connected printer) machine, ensure that the machine is online before continuing.

## Procedure

1. Plug in the USB flash drive into the USB port at the front of the machine.
2. Press the **Menu** button on the Control Panel.
3. Select **Jobs** and press the **OK** button.
4. Select **Print from USB** and press the **OK** button.
5. Locate the firmware upgrade file and press the **OK** button.
6. The User Interface will indicate the status of the upgrade and the machine will reboot once it is complete.

Check the configuration report to verify that the software level has changed.



# Troubleshooting

# 10

This chapter contains problem solving procedures and how to further assistance. For more information, refer to the following sections.

- [Problem Solving Procedure](#) on page 136
- [Network Accounting](#) on page 137
- [Printing](#) on page 138
- [Connectivity](#) on page 139
- [Saved Jobs](#) on page 141

## Problem Solving Procedure

This section enables you to identify network-related machine problems. Use the following steps to identify and solve the problem. If the problem is not network related, refer to the User Guide for corrective action.

1. Resolve any local machine problems first. Perform the corrective action that is recommended by the User Guide. Do not attempt to resolve a network problem if the machine functions are not operating correctly.
2. Check that the machine has power and it is switched on.
3. Check that the network cable is connected to the machine.
4. Check that the network cable is connected to the workstation.
5. Check that the correct printer driver for the machine is selected at the workstation.
6. Check that the software application being used to send print jobs is set up correctly.
7. If printing documents is not available from a workstation, re-install a printer driver on the workstation.
8. Call the local Xerox Welcome Center, where a representative will assist in the diagnosis and solution of the problem.

# Network Accounting

Problem	Action
I cannot use this feature on the machine.	<ol style="list-style-type: none"> <li>1. Ensure that the machine is configured with an optional hard drive.</li> <li>2. Press the <b>Menu</b> button on the machine and select <b>Tools</b>.</li> <li>3. Enter the Administrator's <i>Password</i>. The default is <b>1111</b> and press the <b>OK</b> button.</li> <li>4. Select <b>Accounting Enablement</b> and press the <b>OK</b> button.</li> <li>5. Select <b>On</b> and press the <b>OK</b> button.</li> <li>6. Press the <b>Menu</b> button to exit Tools.</li> <li>7. Check that Network Accounting is enabled.</li> </ol> <p>Test the communication between the Network Accounting Server and the Xerox machine.</p> <ol style="list-style-type: none"> <li>1. At your Workstation, open the web browser, enter the <i>IP Address</i> of the Xerox machine in the address field, and press <b>Enter</b>.</li> <li>2. The machine Internet Services web pages should appear. If it does not, verify the IP Address settings on the machine. If you do not have a web browser, test connectivity by pinging the IP Address of the machine from your Network Accounting server.</li> <li>3. Verify that your Network Accounting server is configured correctly. Consult the manufacturer's documentation with your Network Accounting server to perform this task.</li> </ol>

# Printing

Problem	Action
I cannot print to the machine.	<ol style="list-style-type: none"> <li>1. Ensure that there are no network connectivity problems with the Xerox machine.</li> <li>2. Print a Test Page from the Xerox printer driver to the machine to verify connectivity.</li> <li>3. Ensure that the print server is functional.</li> <li>4. Print a Configuration Report at the Xerox machine to Ensure that the network address information is correctly configured.</li> <li>5. Ensure that the correct printer driver is installed on the User's workstation.</li> </ol>
The machine is printing slowly.	<ol style="list-style-type: none"> <li>1. Configure the Xerox machine with an Ethernet speed that matches the speed set on your hub or switch.</li> <li>2. Ensure that the correct printer driver is installed on the User's workstation.</li> </ol>
My jobs are not printing on the correct paper.	<ol style="list-style-type: none"> <li>1. Ensure your required paper is loaded into the machine and the guides are pushed up to the edge of the paper.</li> <li>2. Close the paper tray. The paper selection screen will pop up on the User Interface screen.</li> <li>3. Select the options according to the paper loaded in the tray.</li> <li>4. In your printer driver, select the paper type according to the settings that you programmed the paper tray with.</li> </ol>



# Connectivity

Problem	Action
<p>The machine is not available on the network.</p>	<p>Test Network Connectivity</p> <ol style="list-style-type: none"> <li>1. Print a Configuration Report at the machine to ensure that the network address information is correctly configured.</li> <li>2. Ensure that the Online button is enabled within the Tools area at the User Interface screen.</li> <li>3. Connect to the machine's IP address</li> <li>4. Ensure that the machine is configured with an Ethernet speed that matches your hub or switch.</li> <li>5. Ensure that the machine's Ethernet cable is correctly patched in at the hub/switch.</li> <li>6. Ensure that the machine's Ethernet cable is functioning.</li> <li>7. Ensure that other computers on your network can communicate.</li> </ol>
<p>The machine has an incorrect TCP/IP Address.</p>	<p>Test TCP/IP Connectivity</p> <ol style="list-style-type: none"> <li>1. Ping the address of the machine from a command prompt window.</li> <li>2. If you receive a reply, the machine may be configured with a duplicate IP Address. Unplug the Ethernet cable from the machine and ping the IP Address again. If you still receive a reply, re-connect the Ethernet cable.</li> <li>3. If you do not receive a reply when you ping the machine's IP Address, check the network cables at the machine and the computer that you are using to ping the machine.</li> <li>4. Configure the Xerox machine with an Ethernet speed that matches the speed set on your hub or switch.</li> <li>5. Ensure that the Ethernet cable is correctly patched in at the hub/switch.</li> <li>6. Try a different Ethernet cable at the machine.</li> <li>7. Check that other machines/computers can communicate over the network.</li> </ol>

Problem	Action
<p>Incorrect TCP/IP Address</p>	<p>In certain situations you may find the machine is configured with an incorrect IP Address or displays a network error. There are several possible causes of this:</p> <ol style="list-style-type: none"> <li>1. When the machine boots up it discovers that it has been configured with an IP Address that is owned by another machine.</li> </ol> <p>Solution - Configure the machine with a unique IP Address.</p> <ol style="list-style-type: none"> <li>2. The machine cannot connect to the DHCP or BootP server. The machine will use AutoIP to establish an address.</li> </ol> <p>Solution - Check the DHCP or BootP server works correctly. Configure the printer with a static IP Address.</p> <ol style="list-style-type: none"> <li>3. The printer has an IP Address of 169.254.x.x.</li> </ol> <p>Solution - The machine cannot connect to the DHCP or BootP server. The printer has used AutoIP to establish an address. Check the DHCP or BootP server works correctly. Configure the printer with a static IP Address.</p> <p><b>Note AutoIP (AutoNetting)</b> When DHCP or BootP are enabled on the machine, AutoIP is automatically enabled. If a DHCP or BootP server does not respond with an IP Address, the machine will use AutoIP to configure its own IP Address in the 169.254.0.0 range.</p> <p>When the machine connects to the DHCP or BootP server it will obtain a dynamic IP Address as normal.</p> <p>If the machine is configured with a static IP Address, it will not use AutoIP.</p>
<p>I cannot access CentreWare Internet Services.</p>	<ol style="list-style-type: none"> <li>1. Ensure that the Xerox machine is configured with a valid IP Address.</li> <li>2. Ensure HTTP is enabled within the Tools area at the Control Panel.</li> <li>3. Within your web browser, set the option to bypass the proxy server for local addresses.</li> </ol>

## Saved Jobs

Problem	Action
I cannot save jobs	<p>The Saved Jobs feature is not available if the Machine is not configured with an optional hard drive.</p> <ol style="list-style-type: none"><li data-bbox="603 516 1139 548">1. Install the optional 320 Gb Hard Drive.</li><li data-bbox="603 558 1358 621">2. The Hard Drive is full. Delete Saved Jobs from public and private folders to increase available space.</li></ol>



# Appendix



This chapter provides information on features and functionality not covered in the remainder of the System Administration Guide. The following information is provided.

- [Management Information Base \(MIB\)](#) on page 144

# Management Information Base (MIB)

A MIB (Management Information Base) is a database of objects that can be accessed by a network management system.

Xerox public MIBs are located at: <http://ftp.xerox.com/pub/drivers/MIBs/>

Customers can download the MIBs and use their SNMP tool to obtain the required information.

**Note** All information presented on the Local UI display is also presented in the MIB. This includes e-mail addresses, phone numbers and passwords as they are being entered. If this presents a security concern, Xerox recommends enabling the SNMPv3 or the IP Filtering security feature in order to control remote access to the device.

# Index

## Numerics

- 802.1X
  - enable, 78
  - overview, 78

## A

- Access
  - administrator, 8
- Access CWIS, 109
- Accounting, 52
- Add the Printer, 43
- Administrator, 8
- Administrator Password
  - change, 12
- Advanced, 54
- Alert Notification, 117
- Alerts, 111
  - general device, 118
- Apple Mac, 57
  - AppleTalk (OS9), 58
  - TCP/IP (OSX and OS9), 57
- Apple Max
  - AppleTalk
    - install printer driver, 58
  - TCP/IP
    - install print driver, 57
- AppleTalk, 8, 25
- Audit Log, 86
  - download, 86
  - enable, 86
  - file, 86
- Audit Log File
  - completion status, 87
  - entry data, 88
  - event description, 87
  - event ID, 86
  - identify PC or User, 87
  - IIO status, 87
- Authentication and Accounting, 76

## B

- Banner Sheet, 61
- Bi-Directional Setup, 52
- Billing, 120
- Billing Information, 120
- BOOTP, 16

## C

- Card Reader, 7
- CentreWare Internet Services, 11
  - access CWIS, 109
  - Accessing, 11
  - alert notification, 117
  - alerts, 111
  - billing and counters, 120
  - billing information, 120
  - consumables, 112
  - enable HTTP, 108
  - general, 110
  - general device alerts, 118
  - job management, 116
  - last billing meter read, 120
  - overview, 108
  - print, 115
  - support, 125
  - trays, 111
  - usage counters, 121
- Clone, 36, 38
  - file, 36
  - machine, 36, 38
  - procedure, 36, 38
- Cloning, 36, 38
- Completion Status, 87
- Configuration, 59
- Configuration Report, 9, 129
- Configure
  - 802.1X, 80
  - Apple Mac print driver, 59
  - Ethernet, 8
  - kerberos authentication (UNIX/Linux), 76, 77
  - Network accounting, 66
  - print driver, 52
  - SCO
    - Client
      - GUI method, 32
      - tty method, 32
  - Solaris 2.x
    - Client

- GUI method, 30
- tty method, 31
- static addressing, 15
- Unix
  - HP-UX, 28
  - SCO Client, 31
  - Solaris Client, 30
- Configure Static IP Addressing, 15
- Connection
  - initial, 121, 122, 123, 124
- Connection Ports, 6
- Consumables, 112
- Counters, 120
- Covers, 53
- Create
  - certificate signing request, 91
  - self signed certificate, 90
- Create a New Print Queue from your Workstation, 42
- CUPS, 32
- CWIS, 11

## D

- DDNS, 8
- DHCP, 8, 16
- DHCP/Autonet, 16
- DNS/DDNS Configuration, 16
- Download Audit Log, 86
- Dynamic Addressing
  - DNS/DDNS Configuration, 16
  - Linx CUPS, 33
- Dynamic IP Addressing
  - configure, 16

## E

- Enable Audit Log, 86
- Enable the IIO, 82
- Entry Data, 88
- Ethernet, 8
  - configure settings, 8
- Ethernet Cable, 8
- Ethernet Settings, 8
- Event Description, 87
- Event ID, 86

## F

- Feature Enablement Key, 7

- card reader, 7
- Full Overwrite, 80

## G

- General, 110
- General Device Alerts, 118
- GUI method, 30, 32

## H

- HP-UX Client (Version 10.x), 28
- HTTP, 8, 92
  - enable SSL, 92

## I

- Identify PC or User, 87
- IIO Status, 87
- Image Overwrite
  - immediate, 81
    - enable, 82
    - overview, 81
    - view status, 82
  - on demand, 80
    - overview, 80
    - use at the machine, 81
- Image overwrite
  - immediate
    - error, 82
- Image Overwrite Security, 80
  - overview, 80
- Immediate Overwrite Error, 82
- Install
  - clone file, 36
  - print driver for Apple Talk (Windows), 49
  - print driver for IIP (Windows), 45
  - print driver for RAW TCP/IP / Port 9100 (WindowsI), 46
  - print driver for TCP/IP (Apple Mac), 57
- Installable Options, 52
- Interface Ports, 7
- Interface ports
  - front, 7
  - rear, 7
- Internet Printing Protocol (IPP) Port, 44
- IP Filtering, 83
  - overview, 83
- IP Sec, 85
- IPP, 8



IPv4 Filtering, 83  
 IPv6 Filtering, 83

## J

Job Management, 116

## K

Kerberos (UNIX/Linux) authentication  
 configure, 76, 77

## L

Last Billing Meter Read, 120  
 Layout/Watermark, 54  
 Linux  
   CUPS, 32  
 Linux CUPS  
   dynamic addressing, 33  
   static addressing, 32  
 Linux LPR via PrintTool, 34  
   static addressing, 34  
 LPD, 8

## M

Machine Digital Certificate Management, 89  
   create  
     certificate signing request, 91  
   access CWIS screen, 90  
   create  
     self signed certificate, 90  
   overview, 89  
 Machine Models, 3  
 Management Information Base, 142  
 Meter Assistant, 99, 102  
 Meter Assistant™, 102  
 MIB, 142

## N

NDPS/NEPS, 26  
 NetWare, 8  
 Netware, 26  
 Network Accounting, 63  
   test, 69  
 Network accounting  
   activate machine, 66  
   configure, 66

enable  
   Mac OS X, 67  
   Win 2000, 67  
   Win XP or Vista, 67  
 overview, 64  
 verify service enablement, 66  
 Network Authentication, 76  
 Network Factory Default button, 109  
 NWAdmin, 26

## O

ODIO, 80  
 Overview  
   control panel, 4

## P

Paper/Output, 53  
 Port9100, 8  
 Ports  
   Ethernet, 8  
   USB (front), 7  
   USB (rear), 7  
 Power, 8  
 Power Cable, 8  
 PPDS menu, 123  
 Print, 115  
 Print Driver  
   install for TCP/IP (Apple Mac), 57  
 Print Drivers  
   Apple Mac, 57  
 Print drivers  
   Apple Mac  
     TCP/IP (OSX and OS9), 57  
   AppleTalk (OS9), 58  
   configure  
     Apple Mac Print Driver, 59  
     Bi-Directional Communication, 55  
     manually, 56  
     Print Driver, 52  
   UNIX, 60  
   USB Printing (Windows XP/2000/2003), 51  
   Windows  
     AppleTalk, 49  
     LPR Printing, 42  
     Raw TCP/IP Printing (Port 9100), 46  
 Print Queue  
   Linux CUPS  
     dynamic addressing, 33

- static addressing, 33
  - Linux LPR via PrintTool
    - static addressing, 34
- Print Services for Unix, 42
- Printer Driver
  - install for AppleTalk (Apple Mac), 58
- Printer Drivers
  - install for LPR port (Windows), 43
  - New print queue, 42
- Printer drivers
  - configure, 55
- printer safety requirements, 13, 41, 63, 71, 97, 107, 127, 133, 141
- Printing Preferences, 53, 59

## Q

- Quick Network Setup, 10, 14, 15, 16, 25, 38, 61, 66, 78, 81, 82, 108, 135

## R

- Rebooting, 110

## S

- safety
  - requirements, 13, 41, 63, 71, 97, 107, 127, 133, 141
- Saved Settings, 54
- Secure HTTP (SSL), 92
- Security @ Xerox, 72
- Self Signed Certificate, 90
- Serial number, 100
- Setup
  - AppleTalk, 25
  - NDPS/NEPS, 26
  - Netware, 26
  - NWAdmin, 26
  - Quick Network, 10, 14, 15, 16, 25, 38, 61, 66, 78, 81, 82, 108, 135
  - Unix, 28
    - HP-UX Client, 28
    - SCO, 31
    - Solaris 2.x, 30
- SMart e-Solutions
  - Overview, 98
- SMart eSolutions, 97, 100
- SMart eSolutions Information, 100
- SMB, 8

- SNMPv3, 95
- Solaris 2.x, 30
- Standard Authentication, 76
  - overview, 76
- Standard Overwrite, 80
- Static Addressing
  - Linux CUPS, 32
  - Linux LPR via PrintTool, 34
- Static IP Addressing
  - Configure, 15
  - Verify, 15
- Supplies Assistant, 104
- Supplies Assistant™, 104
- Support, 125

## T

- TCP/IP, 9
- TCP/IP (Windows), 15
- Transparency Separator, 53
- Tray Settings, 116
- Trays, 111
- Troubleshooting, 133
- Trusted Certificate Authorities, 89
- tty method, 31, 32

## U

- UNIX, 60
- Unix
  - SCO, 31
    - configure client, 31
    - GUI method, 32
    - tty method, 32
  - Solaris 2.x, 30
    - configure client, 30
    - GUI method, 30
    - tty method, 31
  - setup, 30
- Upgrade
  - using Internet Services, 129
  - using USB flash drive, 131
- Usage Counters, 121
- USB, 7
- USB Printing (Windows XP/2000/2003), 51

## V

- Verify
  - network accounting, 66

Verify the IP Address, 15

View

    audit log file, 86

View IIO Status, 82

## W

Who should use this Guide?, 2

Windows Print Driver

    accounting, 52

    bi-directional setup, 52

    installable options, 52

    paper/output, 53

    printing preferences, 53

    saved settings, 54

Windows Printing, 42

Windows TCP/IP, 15