PRINTRONIX®

*Remote Management Software
User's Manual*

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Remote Management Software
User's Manual

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Table of Contents

1 *Overview*

The Remote Management Software

The remote management software utility allows you to organize all of the printers in your office remotely in a single database, download software and printer settings from a host computer with a single mouse click, and use a virtual operator's panel to configure printers in the same room or on the other side of the world.

Requirements

- a line matrix, thermal, or LVX-based laser printer manufactured by Printronix®, Inc.

- the printer must be attached to the host system via a 10/100Base-T network interface card (NIC); if you do not have a 10/100Base-T NIC, see your dealer for an upgrade

- a host computer running the Microsoft® Windows® (95, 98, Me, NT, 2000, or XP) or UNIX® (such as AIX®, Linux®, or Solaris®) operating system

- the host computer must be running a Java® Virtual Machine (JVM) that is fully 1.3 compliant or higher. Sun® Microsystems provides a 1.3 compliant JVM known as the Java 2 Platform, Standard Edition (J2SE™) for Windows, Linux, and Solaris at: **http://java.sun.com/j2se/**

- for Windows, a minimum hardware configuration of a 450MHz Pentium® with 64 MB of RAM

To install and edit the database, it is not necessary to have the printers connected. When starting a session with a printer, the printer must be connected and turned on.

Installing the Remote Management Software

The remote management software is only available on CD. Follow the on-screen instructions to install the software.

Printer Setup

Your printer uses the diagnostic port to communicate with the remote management software. The diagnostic port must be configured to interact with the NIC. Follow the instructions below for your printer model to check the diagnostic port setting.

P5000 Series Line Matrix Printers

1. On the printer control panel, press the **ON LINE CLEAR** key to take the printer offline.
2. Press ↑ **UP** and ↓ **DOWN** at the same time to unlock the ENTER key.
3. Press ← **PREV**, → **NEXT**, ↑ **UP**, and ↓ **DOWN** at the same time to enter the **Factory** menu.
4. Press → **NEXT** until **PRINTER MGMT** displays.
5. Press ↓ **DOWN** until **DIAGNOSTIC PORT** displays.
6. Press ↓ **DOWN** again to see the current selection.
7. Press → **NEXT** until **Debug Ethernet** or **Debug Adapter** displays.
8. Press **ENTER** to select it.
9. Press ↑ **UP** and ↓ **DOWN** at the same time to lock the ENTER key.
10. Press **ON LINE CLEAR** to put the printer back online.

LVX (L5535, L5520, L1524) Laser Printers

1. On the printer control panel, press the **ONLINE** key to take the printer offline.
2. Press **UP** and **DOWN** at the same time to unlock the ENTER key.
3. Press **UP**, **DOWN**, **PREV**, and **NEXT** at the same time to enter the **Factory** menu.
4. Press **NEXT** until **PRINTER MGMT** displays.
5. Press **DOWN** until **Diagnostic Port** displays.
6. Press **DOWN** again to see the current selection.
7. Press **NEXT** until **Debug Ethernet** displays.
8. Press **ENTER** to select it.
9. Press **UP** and **DOWN** at the same time to lock the ENTER key.
10. Press **ONLINE** to put the printer back online.

T5000 Series Thermal Printers

1. On the printer control panel, press the **PAUSE** key to take the printer offline.

2. Press ↓ and ↵ at the same time to unlock the ↵ key.

3. Press **+**, **-**, ↓, and ↑ at the same time to enter the **Factory** menu.

4. Press ↓ until **Diagnostic Port** displays.

5. Press **+** until **Debug Ethernet** displays.

6. Press ↵ to select it.

7. Press ↓ and ↵ at the same time to lock the ↵ key.

8. Press **PAUSE** twice to put the printer back online.

T4000 Series Thermal Printers

1. On the printer control panel, press the **PAUSE** key to take the printer offline.

2. Press **UP** and **DOWN** at the same time to unlock the ENTER key.

3. Press **UP**, **DOWN**, **PREV**, and **NEXT** at the same time to enter the **Factory** menu.

4. Press **NEXT** until **PRINTER MGMT** displays.

5. Press **DOWN** until **Diagnostic Port** displays.

6. Press **DOWN** again to see the current selection.

7. Press **NEXT** until **Debug Ethernet** displays.

8. Press **ENTER** to select it.

9. Press **UP** and **DOWN** at the same time to lock the ENTER key.

10. Press **PAUSE** to put the printer back online.

Set Password

See page 41 to learn how to set passwords.

If the password is unknown you must clear it first.

T5000 Series

Go into the **Factory** menu. Press **+** until you reach **Clear Password**. Unlock the ↵ key, then press ↵ to clear the User and Supervisor passwords.

Under the Security tab in Printer Properties, delete any passwords that already exist. Now you may set new passwords as described on page 41.

All Other Printers

Go into the **Factory** menu, then into the **PRINTER MGMT** menu.
Press → **NEXT** until you reach **Clear Password**. Unlock the **ENTER** key, then press **ENTER** to clear the User and Supervisor passwords.

Under the Security tab in Printer Properties, delete any passwords that already exist. Now you may set new passwords as described on page 41.

Set Telemetry Path (T5000 Series Only)

The following procedure enables you to collect data using the Data Validation application.

1. On the printer control panel, press the **PAUSE** key to take the printer offline.

2. Press ≔ to place the printer in Menu mode. **QUICK SETUP** displays on the LCD.

3. Press ↓ and ↵ at the same time to unlock the ↵ key.

4. Press ↓ until **Telemetry Path** displays.

5. Press **+** or **-** until **Network Port** displays.

6. Press ↵ to activate it.

NOTE: Since only one port can be used at a time, **DEACTIVATING HOST SERIAL** displays.

If you later change the setting to Serial Port or Disabled, **REACTIVATING HOST SERIAL** will display.

7. Press ↓ and ↵ at the same time to lock the ↵ key.

8. Press **PAUSE** twice to put the printer back online.

For more information, refer to the *Online Data Validator User's Manual*.

Check Port Number

Make sure your printer port number has the same setting as the NIC. To check the port number using the remote management software, see page 14. To check the port number on the printer, check the **PPM Port Number** in the **Factory** menu. The default port number is 3001.

Updates vs. Upgrades

Updates are maintenance releases that contain software bug fixes, and often include small functional enhancements. Updates or maintenance releases are identified by minor version number changes. For example, a maintenance release from version **1.0** would be **1.01** or **1.1**. Maintenance releases are available free of charge and will continue to be made available to keep your printers operating with their current level of features.

Upgrades are major releases supporting significant new product features. Major releases are identified by a major version number change (an increment in the integer portion of the version number). For example, a major update release from version **1.0** would be **2.0**. These feature enhancements will often require a premium if you want to install them on earlier printer models. Please contact your dealer for prices.

The Upgrade Wizard utility helps identify existing printers available for feature upgrades and facilitates the upgrade process. See "Upgrading Your Software And Print Server" on page 107.

Getting Started

This section provides a short tutorial on how to set up and access a printer using the remote management software.

1. This tutorial assumes the host computer running the remote management software and the printer you want to access are connected by a network. You must know the printer's IP Address and Port Number.

2. From your operating system, launch the remote management software. Click the splash screen to see the main window of the Printer Database more clearly. See Figure 1.
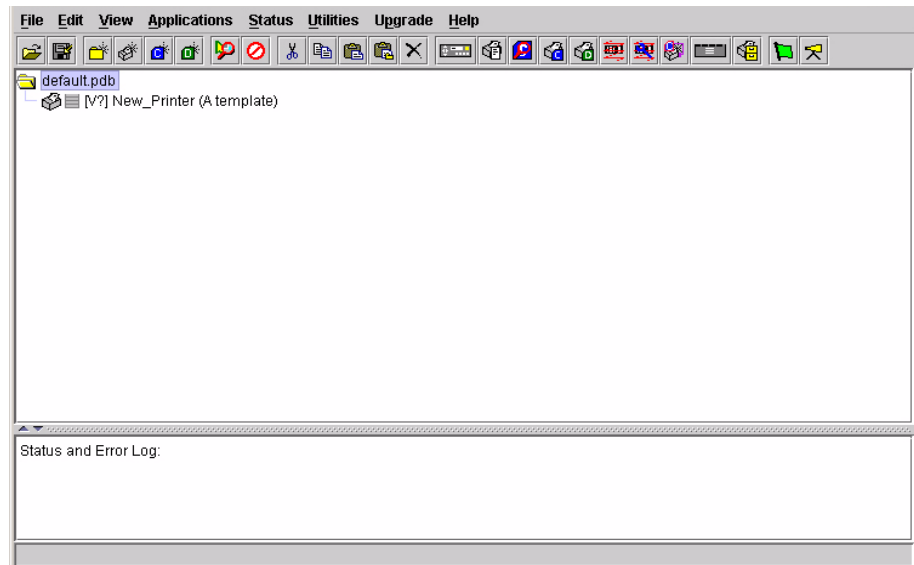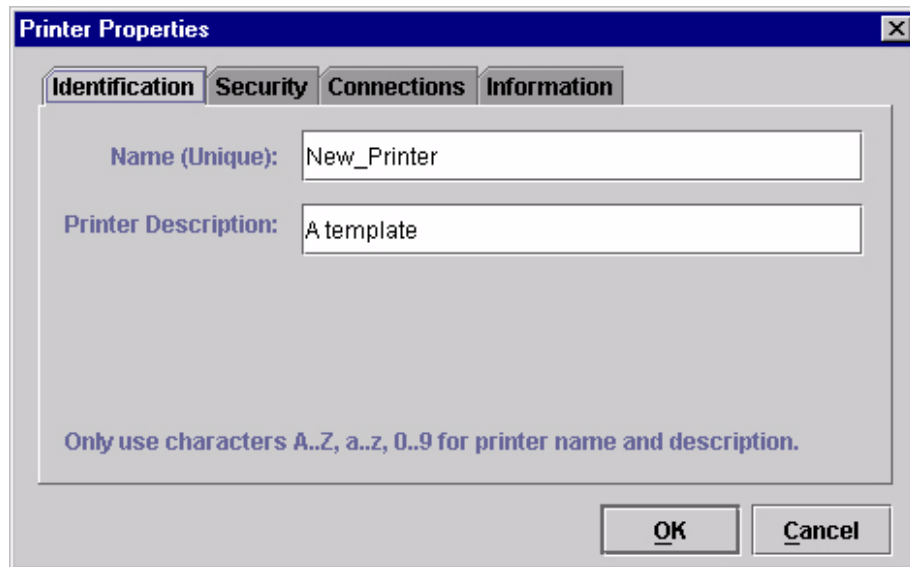
Figure 1. Printer Database Main Window

Figure 2. Printer Properties: Identification Tab

3. Double-click **New_Printer (A template)**. The Printer Properties dialog box opens. See Figure 2.

4. Assign a name to your printer. Delete the words **New_Printer** in the Name (Unique) field, and then type `Tutorial`.

5. Assign a description to this printer. Delete the words **A template** in the Printer Description field, and then type `My First Connection`.
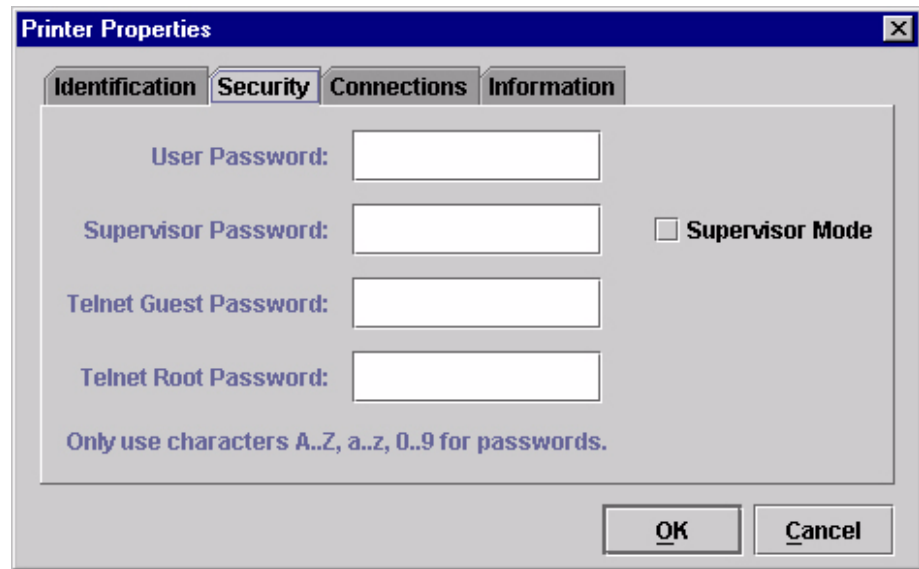
Figure 3. Printer Properties: Security Tab

6. Click the **Security** tab. See Figure 3.

7. If you are using the remote management software for the first time, it is likely that no passwords are assigned to this printer. If you are unsure, contact your system administrator.

•   If no passwords are assigned, leave the password boxes empty.

•   If a User password is necessary to access this printer, type the password in the User Password field.

•   If a Supervisor password is necessary to access this printer, type the password in the Supervisor Password field, and check the Supervisor Mode check box.

•   If a Telnet Guest password is necessary to poll the status of the printer, type the password in the Telnet Guest Password field. See "Security Tab" on page 65.

•   If a Telnet Root password is necessary to update wireless printer settings, type the password in the Telnet Root Password field. See "Security Tab" on page 65.

In any case, an asterisk (*) character appears in the field after each letter you type to preserve password secrecy.

For more details on setting up and changing passwords, see page 41.
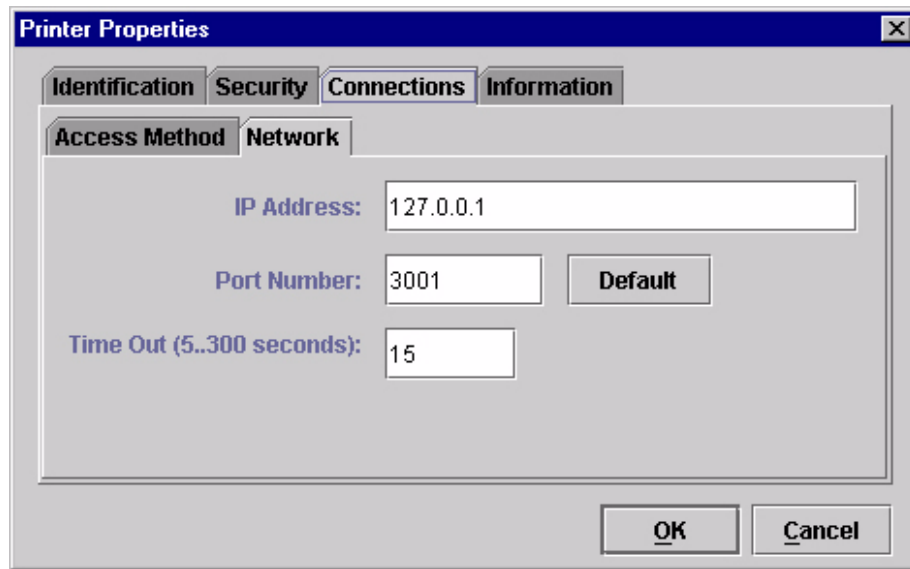
Figure 4. Printer Properties: Connections Tab – Network Sub-Tab

8. Click the **Connections** tab. By default, the Network sub-tab displays.

9. Click the **IP Address** field and then type the IP Address of the printer you want to access. Follow the format shown in Figure 4.

    The Port Number field must be set to the same port as the printer. Leave it set at 3001. Leave the Time Out (5..300 seconds) field set at 15 seconds.
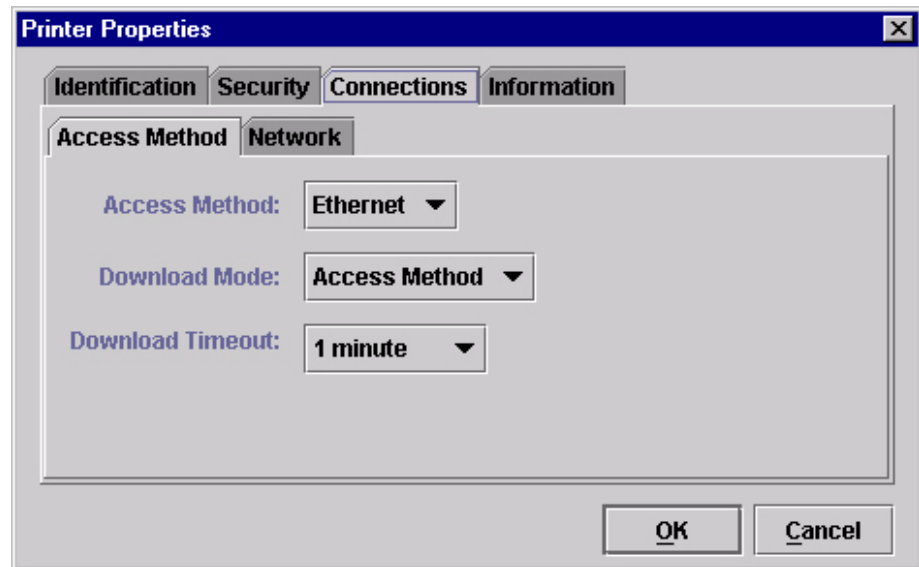
Figure 5. Connections: Connections Tab – Access Method Sub-Tab

10. Click the **Access Method** sub-tab. See Figure 5.

    The Access Method tells the remote management software how the host computer communicates with the printer. Make sure it is set to Ethernet. Ignore Download Mode and Download Timeout for now. These options are described in "Access Method Sub-Tab" on page 68.

11. Click **OK**. The Printer Properties dialog box closes and you return to the Printer Database main window. Your printer is now set up in the remote management software database.
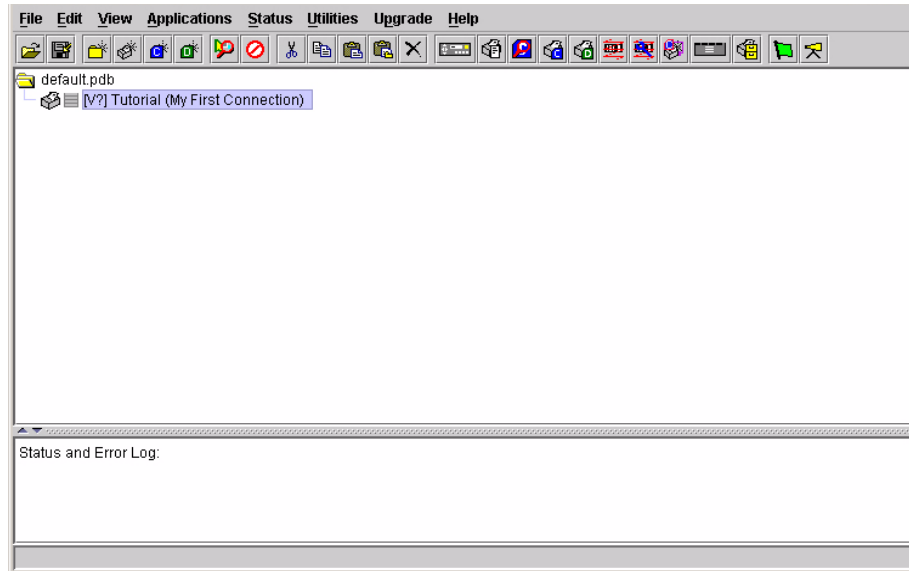

Figure 6. Printer Database Main Window

12. Try to access the printer's virtual operator panel as a test to see if the information you input is accurate. Follow this procedure:

   a. **Tutorial (My First Connection)** should be highlighted in blue, as shown in Figure 6. If it is not highlighted, click it to select it.

   b. Select **Applications ▸ Operator Panel**. The printer's virtual operator panel appears (see page 80). If not, an error message appears in the Status and Error Log pane. Check your password to make sure it is correct. If the error continues, contact your system administrator.

2 | *Printer Database*

Overview

When you start the remote management software, the Printer Database window appears first. The Printer Database tool organizes and controls printers, configuration files, and download files. Figure 7 shows how the database looks when the remote management software launches for the first time.
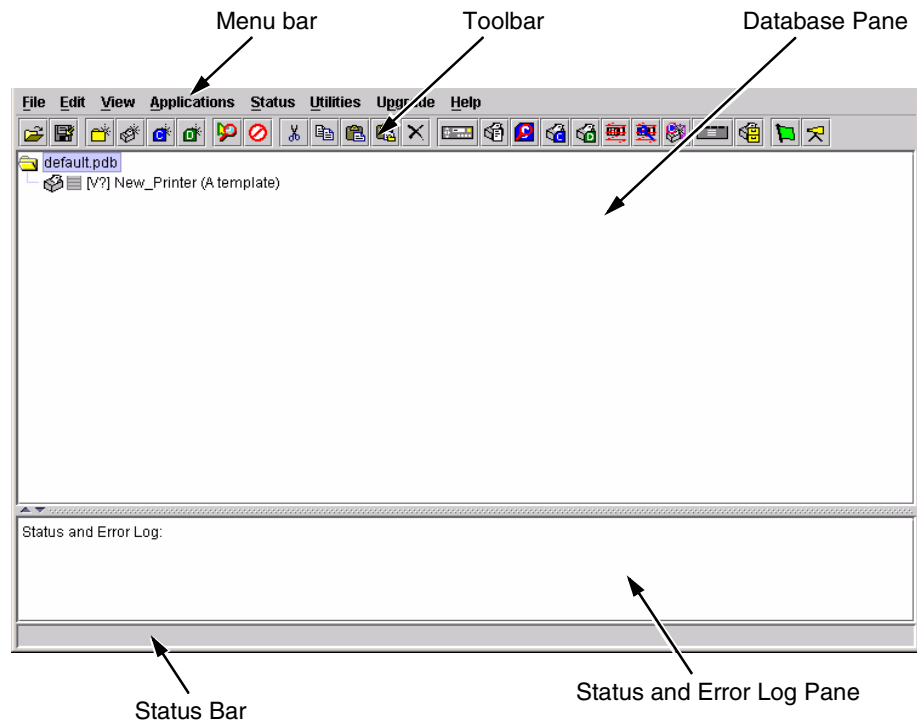
Menu bar   Toolbar   Database Pane

Status Bar   Status and Error Log Pane

Figure 7. Printer Database Main Window

The menu bar contains all the menus used to control the functions of the program. The menus are described later in this chapter.

The toolbar contains buttons for the most commonly used menu functions. See page 60 for descriptions of the toolbar buttons.

Use the Database pane to access and control your printers in a tree format. The first line of the database tree displays the database file name. In Figure 7, the default file name for this database is **default.pdb**. From there, your database tree branches out to include printers, folders, configuration files, and download files, which you can organize into groups. With a single mouse

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click, you can download a file to several printers at once. In addition, you can use as many databases with the remote management software as you want. Databases save as **.pdb** files on your local hard drive.

NOTE: You can open only one printer database at a time.

The Status and Error Log scrolls status and error messages as you work through the program. If the remote management software does not function properly, look at this pane for error messages. Use the scroll bar on the side of the pane to reference previous status and error messages. The status and error messages relate to the current remote management software session, not to the specific database. When you exit the remote management software, these messages will be deleted.

The Status Bar displays brief status messages of the remote management software, some of which appear in the Status and Error Log.

The Menu Bar

The Printer Database menu bar is located at the top of the window (see Figure 7). Use the menu bar to access all the functions of the remote management software.

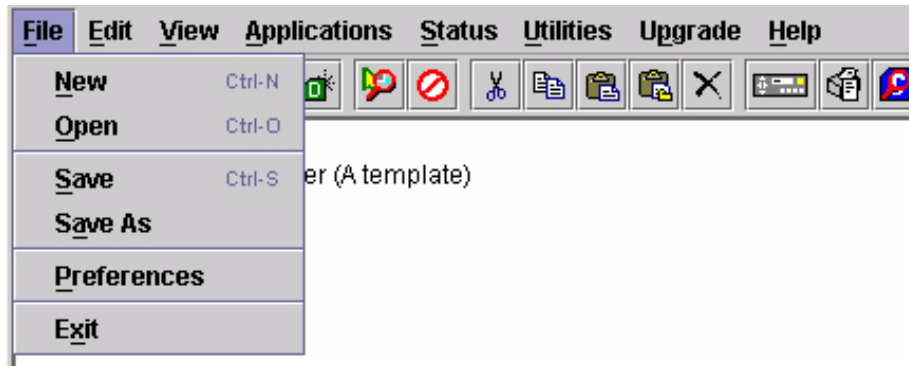The following are descriptions of the options located on the menu bar.

The File Menu

Figure 8. File Menu

New

Creates a new database file. Since the remote management software allows only one database file to be open at a time, it asks if you want to save your changes to the current database before it creates a new one.

Open

Opens a database file. Since the remote management software allows only one database file to be open at a time, it asks if you want to save your changes to the current database before it opens a different one.

Save

Saves the active database file using its current name.

Save As

Prompts you to enter a name for the current database file before the remote management software saves it. Use Save As if you do not want to overwrite the current database file.

Preferences

Opens the Preferences dialog box. See Figure 9.
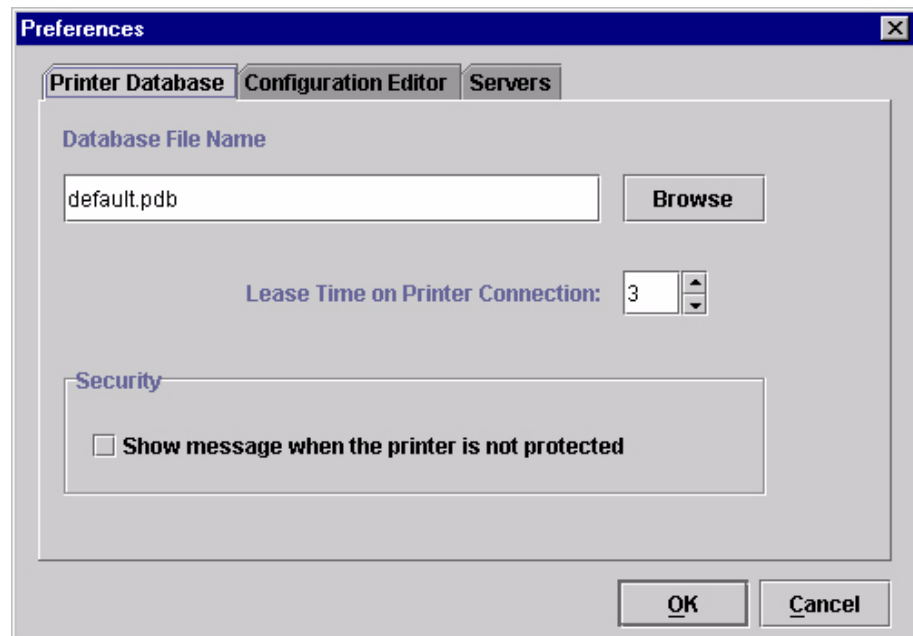
Exit

Exits the remote management software.

Figure 9. Preferences: Printer Database Tab

The Preferences dialog box has three tabs: Printer Database, Configuration Editor, and Servers.

The Printer Database tab controls database features.

Database File Name: Enter the name of the default database file. The remote management software opens this database file when the program starts. To select a new default database file, type it into the Database File Name field, or click **Browse** to locate a file on your network.

Lease Time on Printer Connection: Enter an amount (in seconds) to set the maximum amount of time a printer connection can remain open without any communication. The default is three seconds.

Security: Check the **Show message when the printer is not protected** check box to enable a warning message that informs you when a selected printer does not have an assigned password.
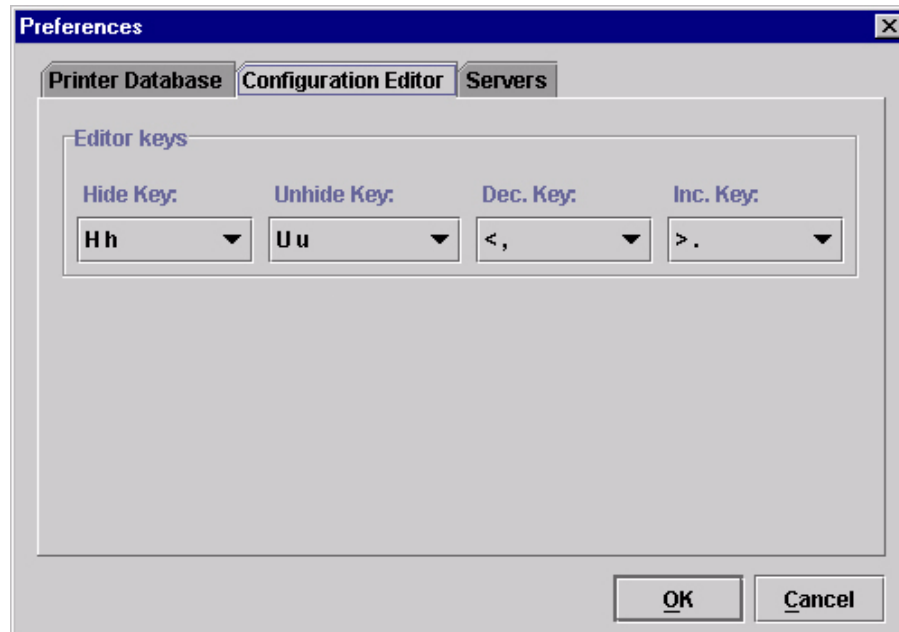
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Figure 10. Preferences: Configuration Editor Tab

The Configuration Editor tab controls features of the Configuration Editor utility.

Hide Key/Unhide Key: Assigns which keys hide and unhide menu items in the Configuration Editor menu tree (see page 87). The default for Hide is **H h**. The default for Unhide is **U u**.

Dec./Inc. Key: Assigns which keys will decrement and increment menu items in the Configuration Editor menu tree (see page 87). The default for decrement is **< ,**. The default for increment is **> .**.
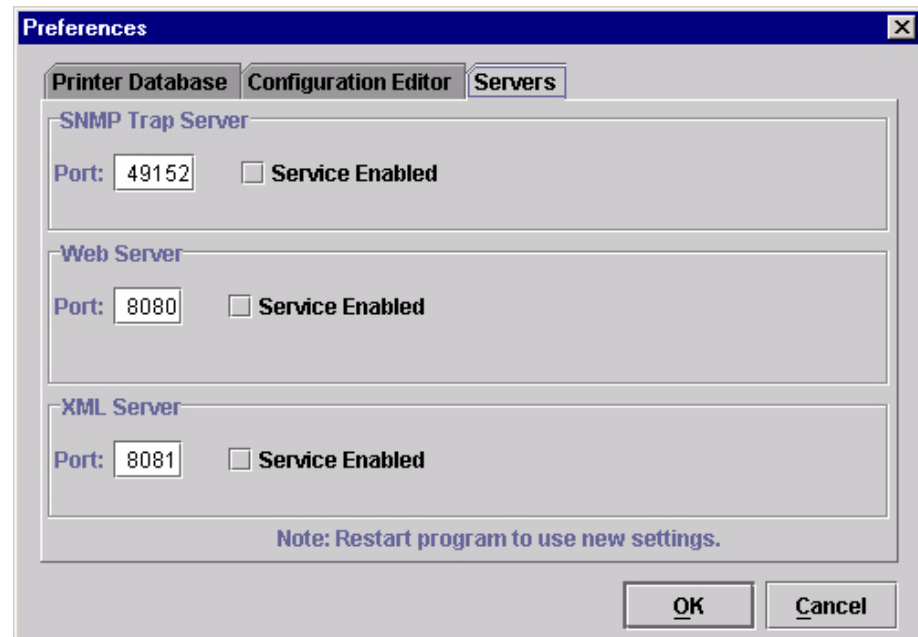
Figure 11. Preferences: Servers Tab

The Servers tab allows you to assign port values for the SNMP (Simple Network Management Protocol) Trap Server, the Web Server, and the XML Server. Click **Service Enabled** next to the corresponding server to turn it on.

NOTE: You must restart the remote management software to use the new settings and enable the servers.

SNMP Trap Server: The service that enables the remote management software to receive alerts from the printer when its status changes. Once the remote management software receives the alert, the remote management software creates an instant status poll to reflect the change in the database pane. For instance, if you turn the printer offline, the printer sends an alert to the remote management software causing it to change the printer status instantly. In the database pane, the printer status changes to offline.

NOTE: The SNMP Trap Server works only if the printer's NIC is configured correctly using the Configure Print Servers utility. See "Configure Print Servers" on page 53.

Web Server: Allows you to view the active remote management software using a web browser. See "Web Access" on page 100.

NOTE: If you want to use the Web Server service, you must also enable the XML Server service.

XML Server: The remote management software uses XML to communicate with its web server.
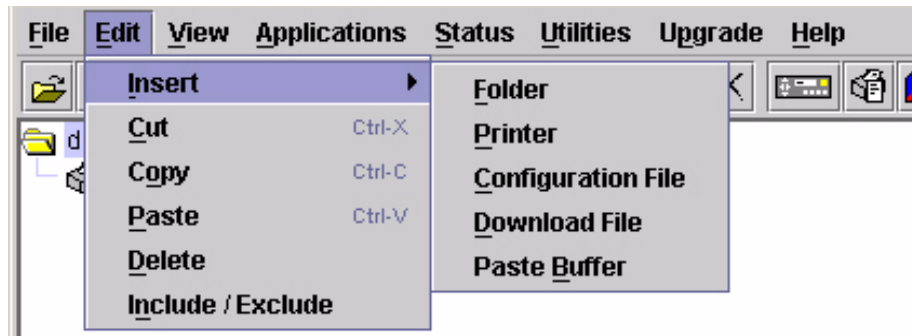
The Edit Menu

Figure 12. Edit Menu

Use the Edit option on the menu bar to build your database. The options in the Edit menu are described below.

Insert

Adds a folder, printer, configuration file, or download file into your database. You must select an existing database item to create a folder, printer, or file. You can also paste the contents of the paste buffer (the last item that was copied or cut) into the database. The new icon appears one level below the selected database item. If there are items below the selected database item, the new item appears at the end.

Inserting an item involves three steps:

1. Select a database item. (The new icon will appear below the item you select.)

2. Define which type of icon you want to add. Select **Edit ▸ Insert ▸** and then select the item you want to add. A new icon appears in the database.

3. Define what printer, folder, or file this icon represents.

   a. To define a printer, see "Defining Printer Properties" on page 63.

   b. To define a folder, double-click **New Folder**. The Folder Name dialog box opens. Type the name of the folder and click **OK**.

   c. To define a configuration or download file, double-click **New Config File** or **New Download File**. The Open dialog box opens. Locate the configuration or download file, select it, then click **Open**. The database displays the path and name of the configuration or download file.

Cut

Removes selected folders, printers, or files from the database and places it in the paste buffer.

Copy

Copies selected folders, printers, or files from the database to the paste buffer, leaving the original intact.

NOTE: You can select multiple database items by using the **Ctrl** or **Shift** key.

Paste

Places the item in the paste buffer on the database tree. To paste, you must select a database item. The pasted item appears on the same level as the selected database item.

NOTE: If you select **Edit ▸ Paste**, the pasted item appears on the same level as the selected database item. However, if you select **Edit ▸ Insert ▸ Paste Buffer**, the pasted item appears one level below the selected database item.

Delete

Permanently removes a selected folder, printer, or file from the database.

Include/Exclude

Deactivates a selected folder, printer, or file. Inactive database items display a red circle with a slash through it on top of the item's icon.

You cannot send information to or receive information from excluded database items using the following Applications, Status, and Utilities menu options: Flash File Manager, CST Manager, File Download, Configuration Download, Update Status, and Configure Print Servers.

To activate a database item, select the inactive item and then select **Edit ▸ Include/Exclude**.
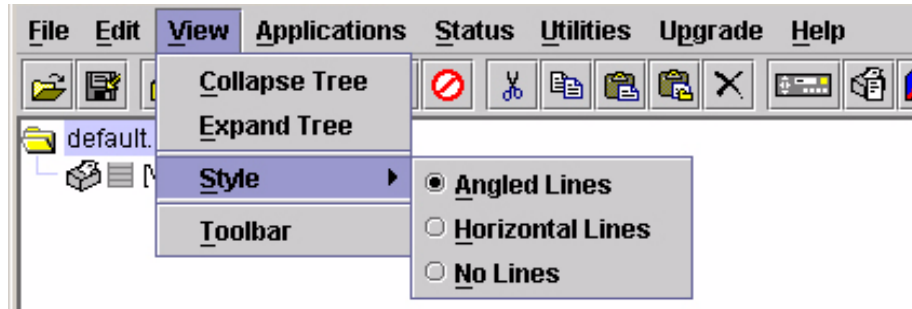
The View Menu

Figure 13. View Menu
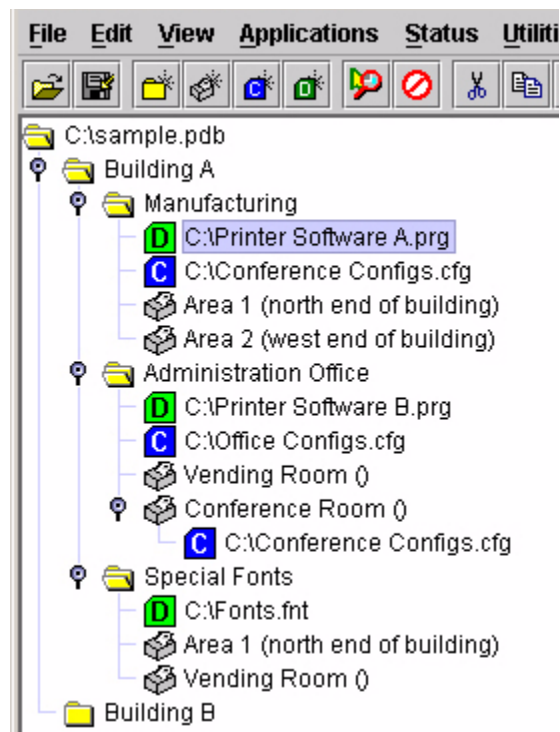
Collapse Tree

Collapses all folders on the database menu tree. Only the top level menu items display.
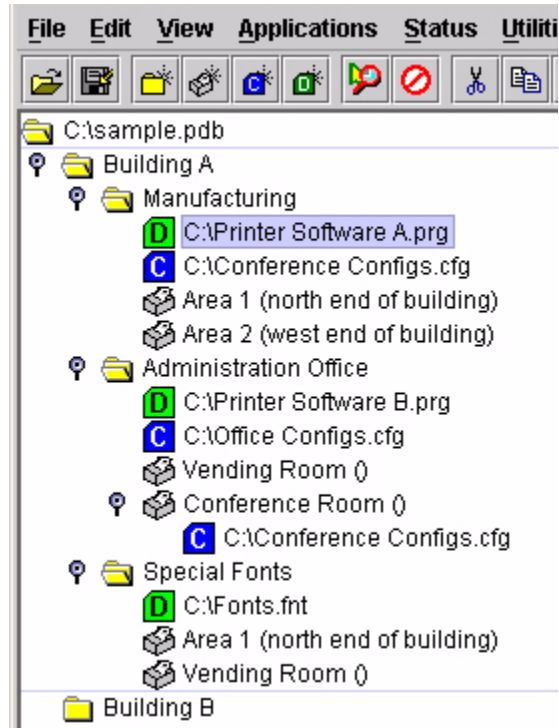
Expand Tree

Expands all folders and printers on the database menu tree. All folders, printers, printer configuration files, and download files display.
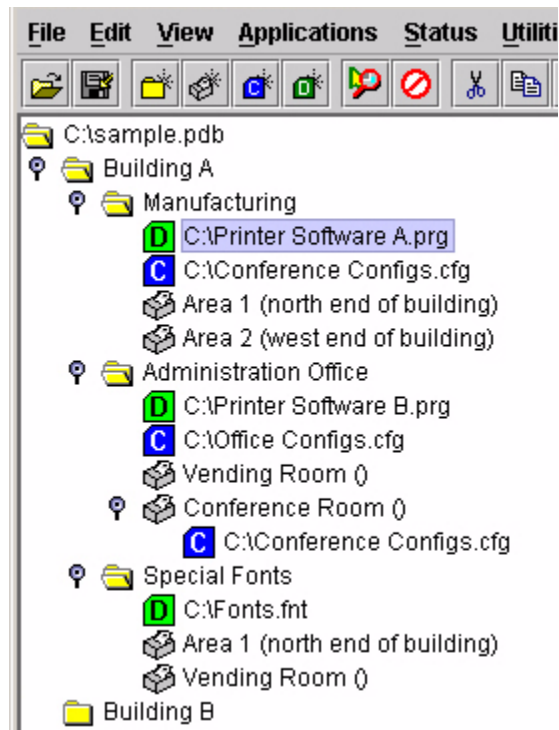
Style

Angled Lines: Shows the links between database items using angled lines.

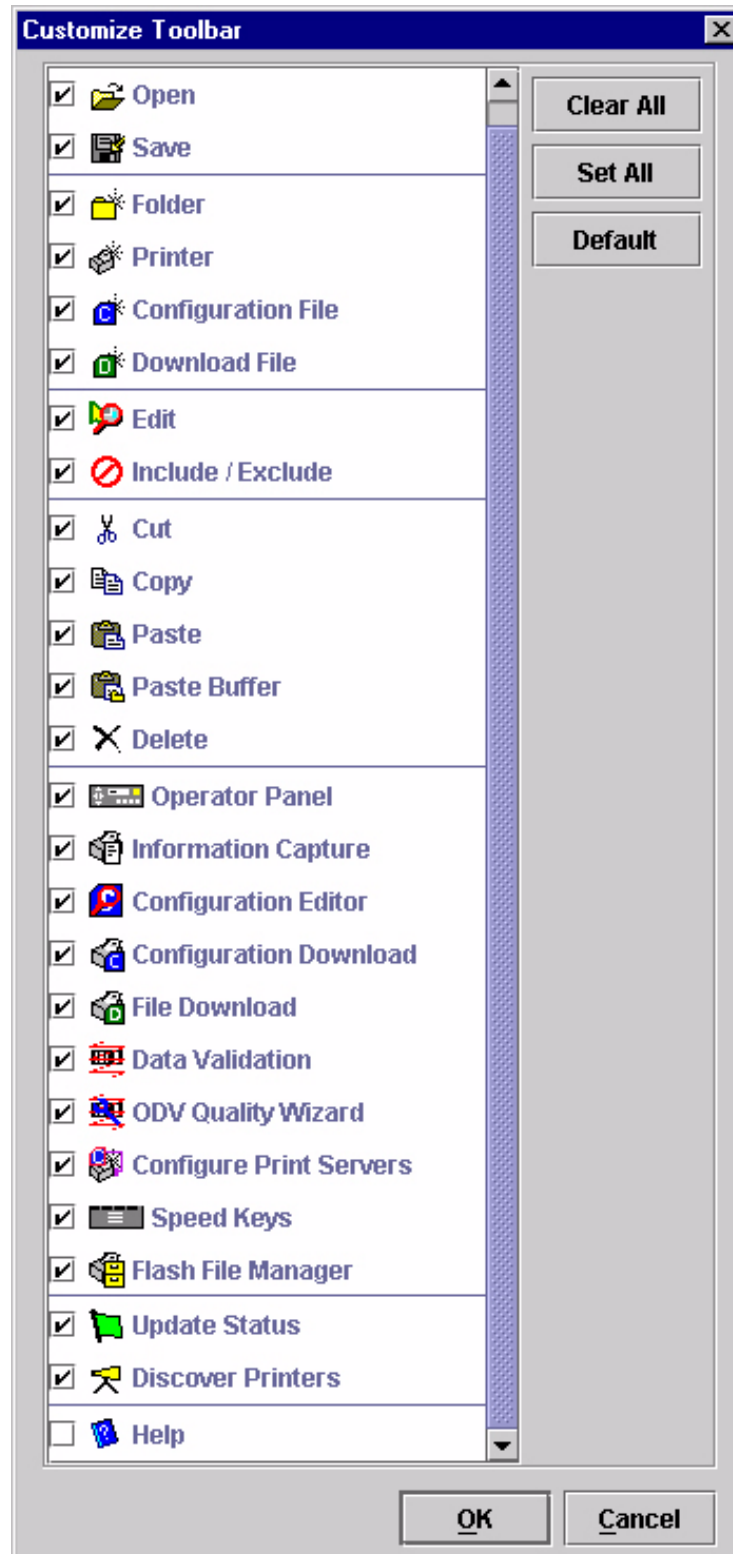**Horizontal Lines:** Shows the links between folders using horizontal lines.

No Lines: Shows no links between database items.

Toolbar

Allows you to select which buttons display on the toolbar.
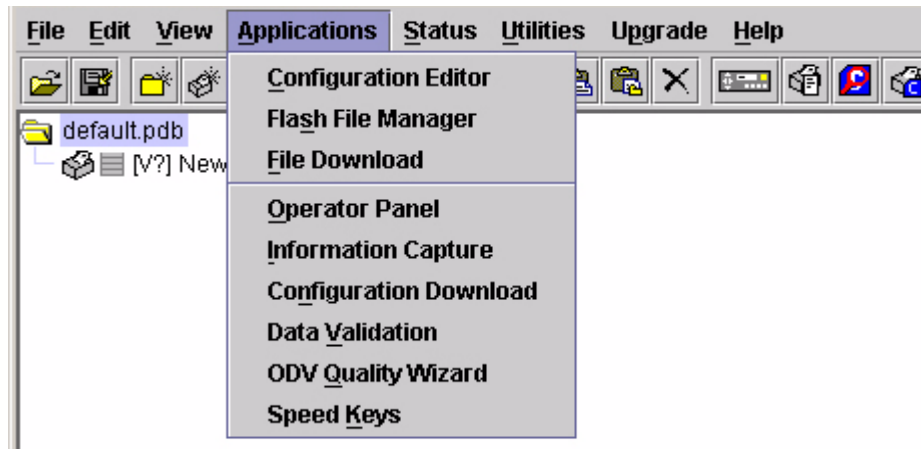
The Applications Menu

Figure 14. Applications Menu

For an explanation of the Applications menu options, find the menu option in Table 1 and go to the corresponding page.

Table 1. Applications Menu Options

Menu Option	Page #
Configuration Editor	page 87
Flash File Manager	page 93
File Download	page 71
Operator Panel	page 79
Information Capture	page 85
Configuration Download	page 71
Data Validation	page 96
ODV Quality Wizard	page 98
Speed Keys	page 99

The Status Menu
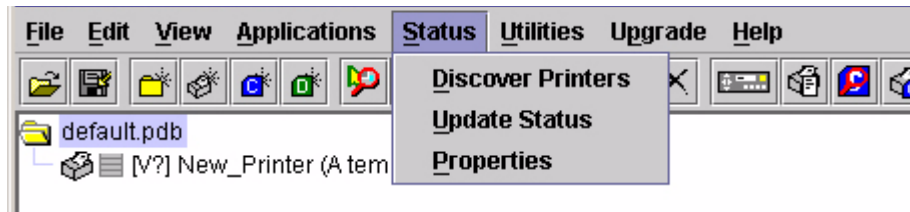

Figure 15. Status Menu

Discover Printers

To search for printers on a network, select **Status ▸ Discover Printers**, or click the 🔭 **Discover Printers** button at the far right of the toolbar. The results of the search display in the database pane.

Discover Printers searches for printers on a network based on the settings specified in the Discovery tab of the Status Monitoring Properties dialog box. The next section explains how to configure your search.

Properties

Select **Status ▸ Properties** to open the Status Monitoring Properties dialog box. The dialog box contains three tabs: Discovery, Polling, and Alert Delivery.

NOTE: To enable printer discovery, check the **Enable Printer Discovery** check box.
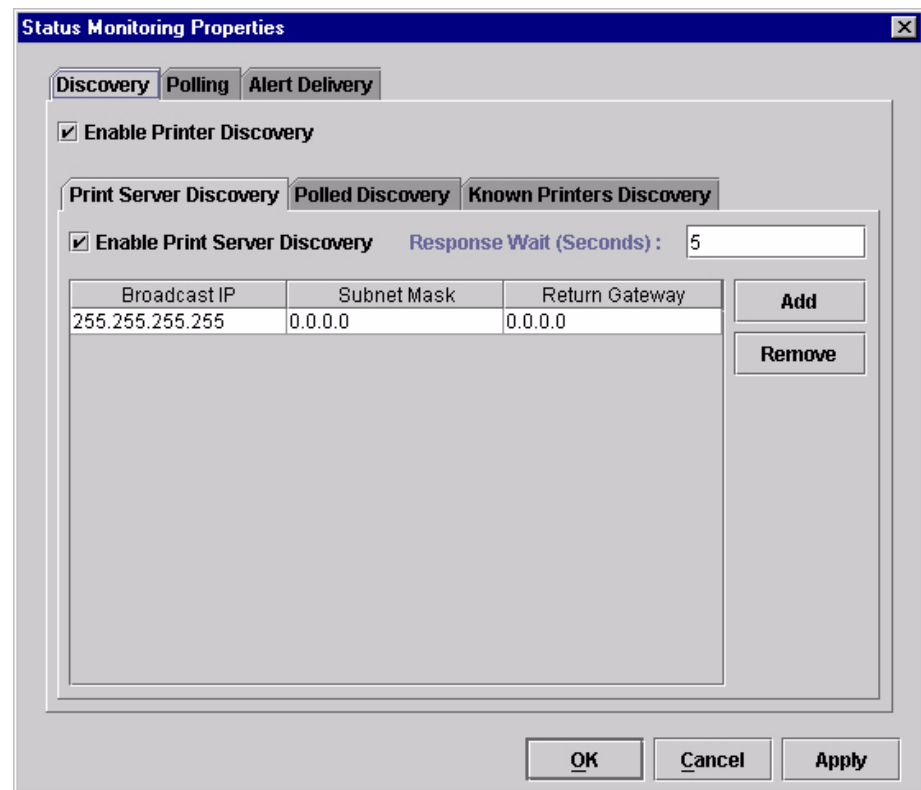
Figure 16. Status Monitoring Properties:
Discovery Tab – Print Server Discovery Sub-Tab

Discovery Tab

You can discover printers on a network in three ways:

1. **Print Server Discovery:** This option allows you to discover all PrintNet® printers on a subnet. To enable the option, check the **Enable Print Server Discovery** check box in the Status Monitoring Properties dialog box (see Figure 16), then click **Apply** or **OK**.

   Response Wait (Seconds): To specify the time delay (in seconds) the remote management software waits for a printer response. By default, the value is set at 5 seconds.

   Broadcast IP, **Subnet Mask**, and **Return Gateway:** These settings must match your network configuration. See your system administrator.

NOTE: To discover unconfigured NICs, you must enter the Gateway Address and Subnet Mask in the Return Gateway field.

If Enable Print Server Discovery is enabled, a progress indicator displays while the remote management software discovers printers. See Figure 17.
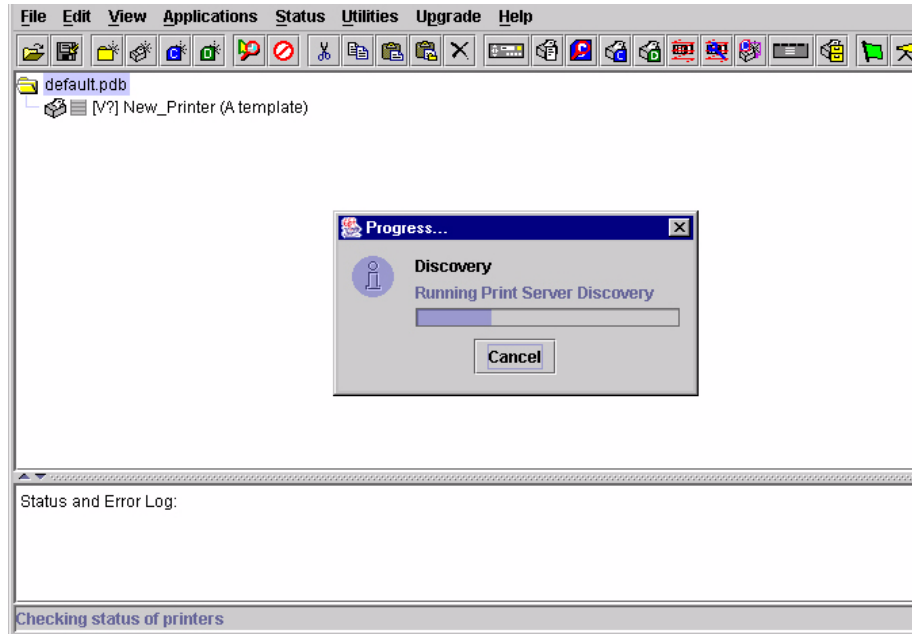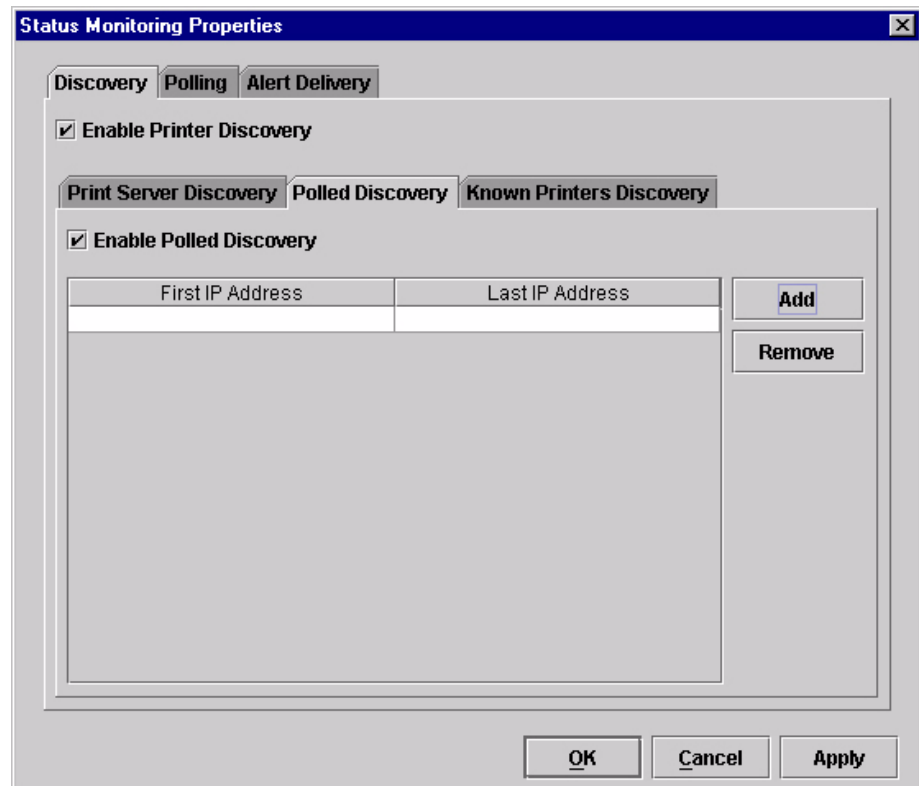

Figure 17. Print Server Discovery in Progress

**Figure 18. Status Monitoring Properties:
Discovery Tab – Polled Discovery Sub-Tab**

2. **Polled Discovery:** This option allows you to select a range of IP addresses to poll. To enable the option, click the **Polled Discovery** tab and check the **Enable Polled Discovery** check box, then click **Add** (see Figure 18). In the First IP Address field, enter the first IP address of your desired range. In the Last IP Address field, enter the last IP address. Click **Apply** or **OK**. The remote management software polls the printers within your specified range and displays the results in the database pane.

If Polled Discovery is enabled, a progress indicator displays while the remote management software discovers printers. See Figure 19.
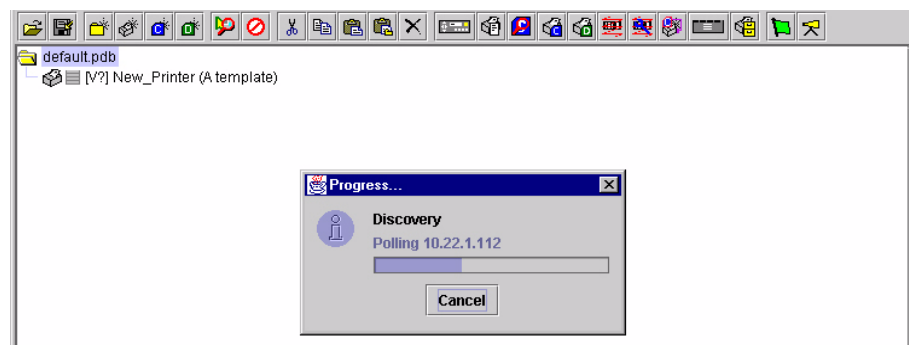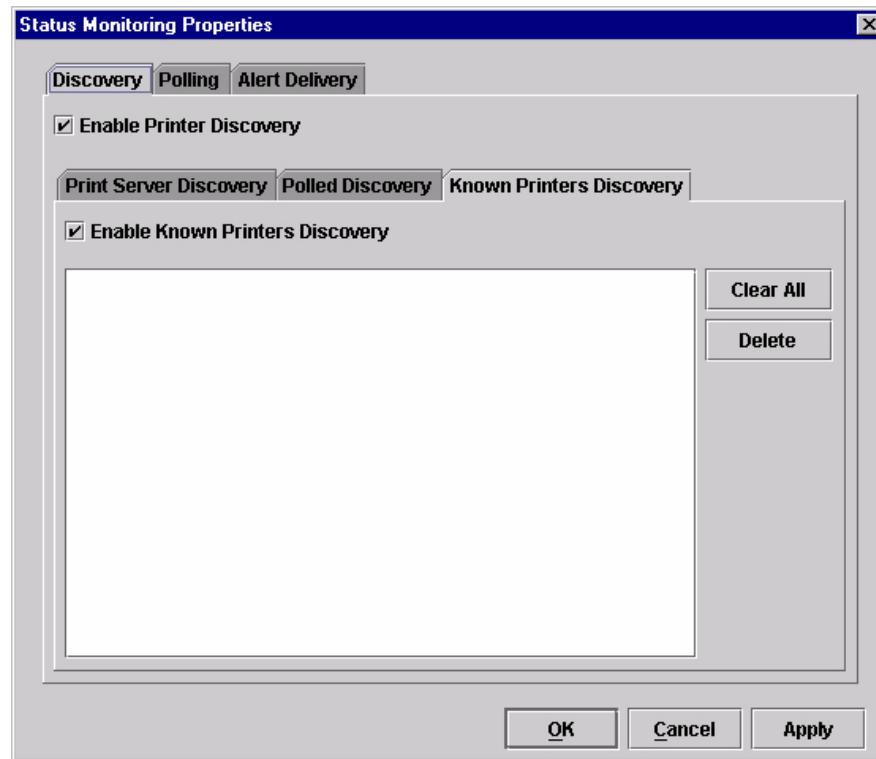

Figure 19. Polled Discovery in Progress

Figure 20. Status Monitoring Properties:
Discovery Tab – Known Printers Discovery Sub-Tab

3. **Known Printers Discovery:** This option logs previously discovered printer IP addresses. From this log, you can select and delete previously polled discoveries to create a new polling list to target your printer search. To enable the option, click the **Known Printers Discovery** tab and check the **Enable Known Printers Discovery** check box (see Figure 20). From the polled list of IP addresses, refine your search by keeping or deleting found IP addresses. Click **Apply** or **OK** to start a new poll based on your specification.

NOTE: You cannot manually add an IP address to this list. If you delete an IP address, it is lost until it is rediscovered.

If Known Printers Discovery is enabled, a progress indicator displays while the remote management software discovers printers. See Figure 21.
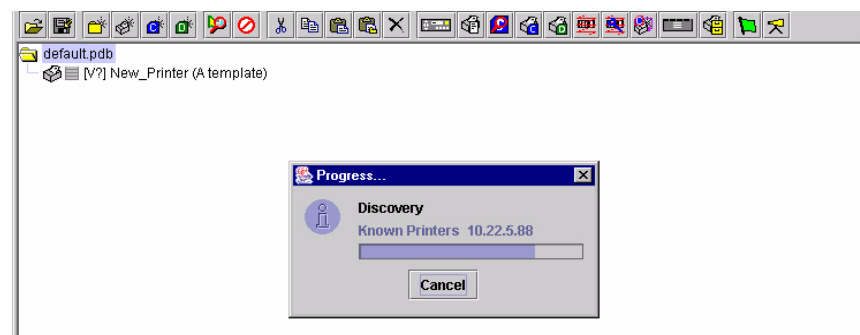

Figure 21. Known Printers Discovery in Progress
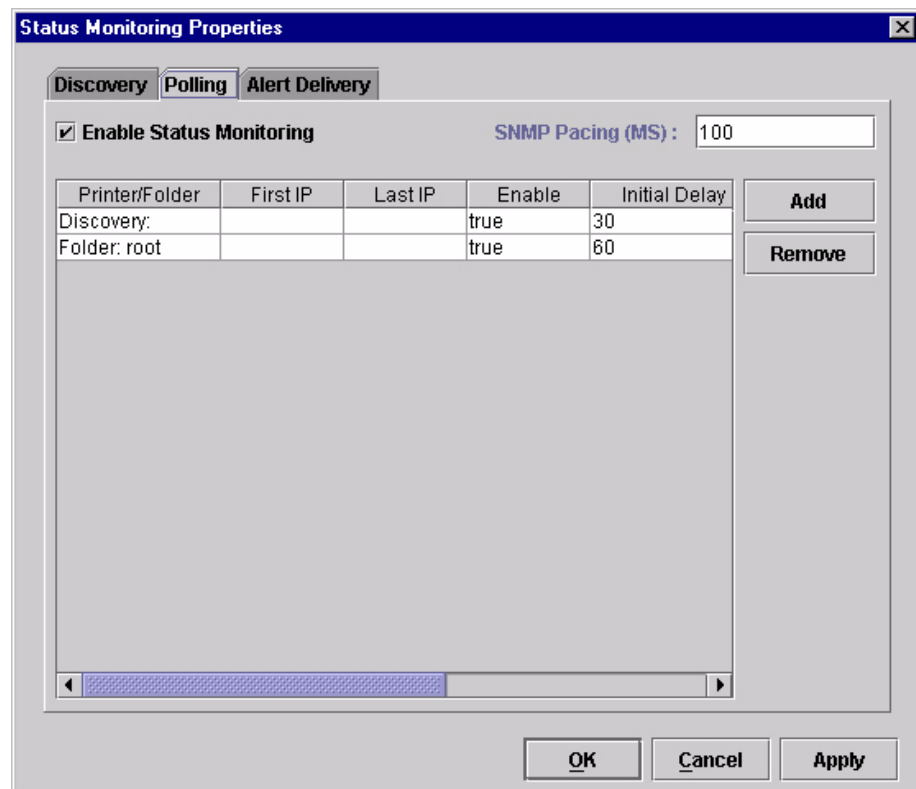
Polling Tab

Figure 22. Status Monitoring Properties: Polling Tab

The Polling option allows you to control the way the remote management software polls printers on the network. For instance, you can create a timed interval for the remote management software to poll every 30 seconds or every two minutes. You can also specify a range of IP addresses.

To enable the option, check the **Enable Status Monitoring** check box in the Polling tab (see Figure 22). The SNMP Pacing (MS) value places a delay between each SNMP request. This feature minimizes the network load. By default, the value is set at 100 milliseconds (.1 second).

NOTE: If Discovery is enabled, then a discovery also occurs, based upon the settings in the Discovery tab (see "Discovery Tab" on page 29).

Now you can set parameters to a new task. The parameters include:

Printer/Folder: To select which printer or folder you want the remote management software to poll. Click the field to select options from a drop-down menu.

First IP: To set the beginning IP address in a polling range. Use this option if you select **Range:** as the Printer/Folder option.

Last IP: To set the last IP address in a polling range. Use this option if you select **Range:** as the Printer/Folder option.

Enable: To select whether or not you want to enable polling of a specific task. If you want the remote management software to poll the printers according to the specifications of your first task, select **true**. Otherwise, select **false**.

Initial Delay (S): To specify the time delay from when the remote management software starts to when the remote management software polls printers. The time delay is calculated in seconds.

Polled Interval (S): To poll printers automatically with timed intervals calculated in seconds. Use this option to periodically poll for new printers every few seconds.

Response Wait (MS): To specify the time delay the remote management software waits between SNMP responses. By default, the value is set at 300 milliseconds (.3 seconds).

NOTE: If you enter a low value for slow networks, you may receive no response. In this case, increase the Response Wait (MS) value.

Alert Delivery Tab
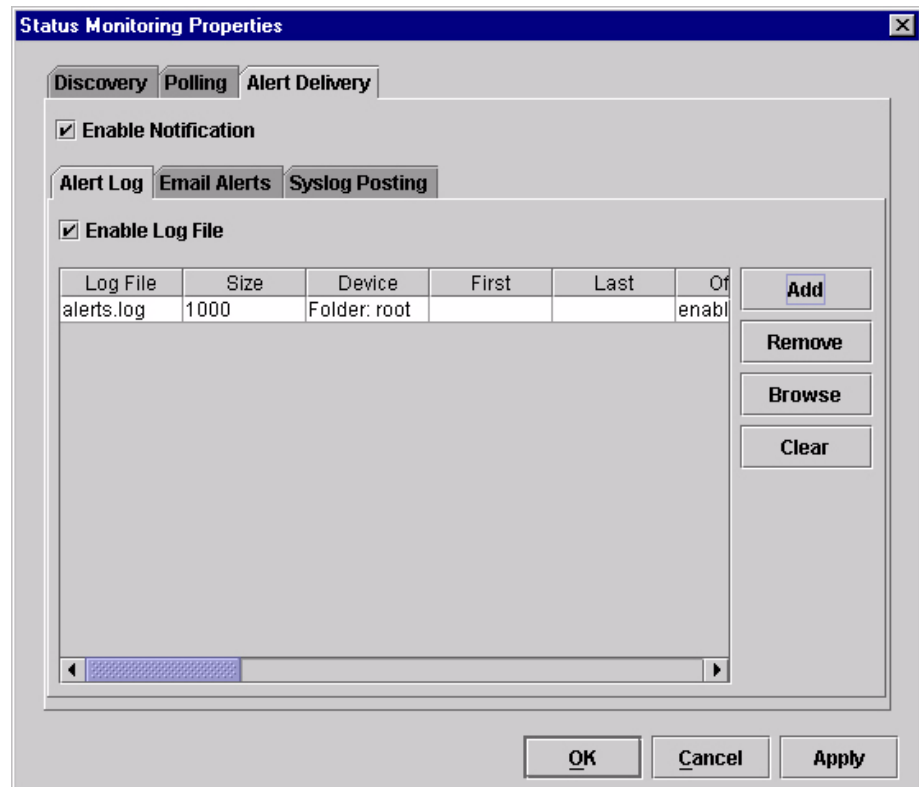
**Figure 23. Status Monitoring Properties:
Alert Delivery Tab – Alert Log Sub-Tab**

Select **Status ▸ Properties** to open the Status Monitoring Properties dialog box. Click the **Alert Delivery** tab. Check the **Enable Notification** check box to enable the option. The Alert Delivery properties allow you to customize the way the remote management software notifies you of potential printer errors. Descriptions of the three alert types follows:

1. **Alert Log:** Allows the remote management software to log alerts to a file located in the remote management software directory. To log alerts, check the **Enable Log File** check box, then click **Add** (see Figure 23). A task item adds to the log list. In the task item, specify the following as applicable, then click **Apply** or **OK**.

   Log File: To name the log file. The default file name is **alerts.log**.

   Size: To set the maximum file size, in bytes. The default (and minimum required) size is **1000** bytes.

   Device: To choose a device item you want the remote management software to monitor, such as a folder, specific printer, or a range of IP addresses.

   First: To set the beginning IP address in a polling range. Use this option if you select **Range:** as the Device option.

   Last: To set the last IP address in a polling range. Use this option if you select **Range:** as the Device option.

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NOTE: In the remaining alert option fields, select **enable** or **disable** as desired.

Offline, **Warning**, **Media Input**, **Media Output**, **Media Path**, **Marker**, **Cutter**, **Barcode**, **Scanner**, **Label**, **Intervention Needed**, **Consumables**, and **Power Cart:** For a description of the alert groups and printer events, refer to the Alert Groups table in chapter three of the *Network Interface Card User's Manual*. All options are enabled by default.

Comment: Enter comments as needed.

Figure 24. Status Monitoring Properties:
Alert Delivery Tab – Email Alerts Sub-Tab

2. **Email Alerts:** The remote management software sends you an alert e-mail if a printer error occurs. To set up Email Alerts, check the **Enable Email** check box. Enter information in the following fields:

Outgoing Mail (SMTP) Server: See your system administrator.

Email Subject: Enter the subject of e-mail.

Email Sender: Enter your e-mail address.

SMTP Email Server Port: See your system administrator.

Next, click **Add** to define a new task (see Figure 24). In the new task item, specify the following information, then click **Apply** or **OK**.

Email Address: Enter the e-mail address where you want the remote management software to send the alert messages.

Device: To choose a device item you want the remote management software to monitor, such as a folder, specific printer, or a range of IP addresses.

First: To set the beginning IP address in a polling range. Use this option if you select **Range:** as the Device option.

Last: To set the last IP address in a polling range. Use this option if you select **Range:** as the Device option.

NOTE: In the remaining alert option fields, select **enable** or **disable** as desired.

Offline, **Warning**, **Media Input**, **Media Output**, **Media Path**, **Marker**, **Cutter**, **Barcode**, **Scanner**, **Label**, **Intervention Needed**, **Consumables**, and **Power Cart:** Refer to Table 4 in chapter three of the *Network Interface Card User's Manual*. All options are enabled by default.

Comment: Enter comments as needed.
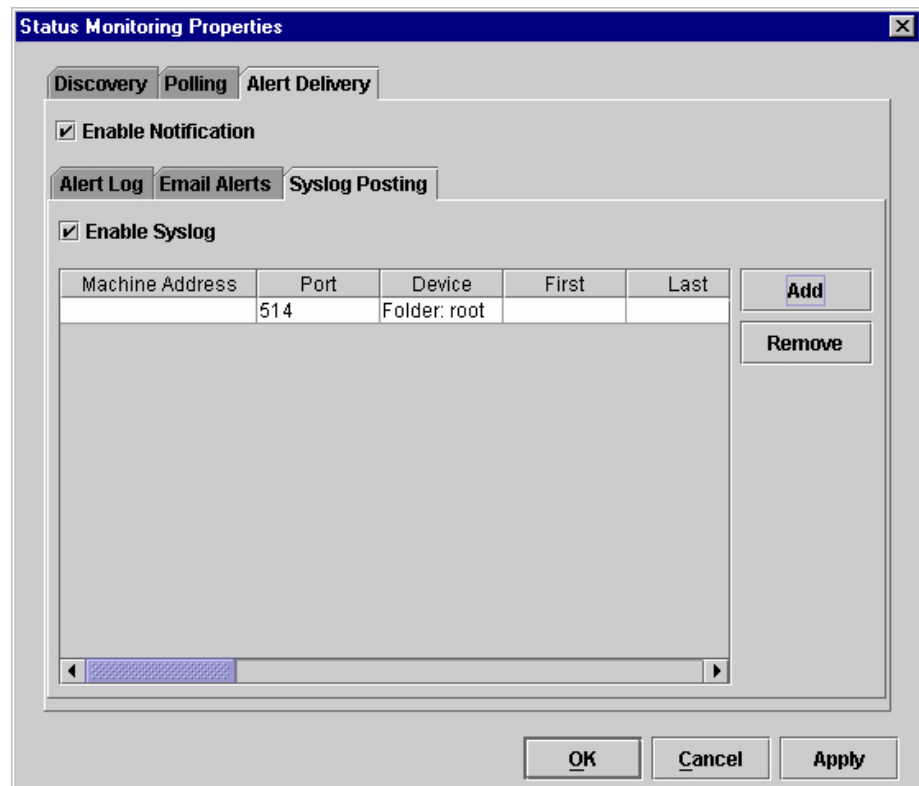
**Figure 25. Status Monitoring Properties:
Alert Delivery Tab– Syslog Posting Sub-Tab**

3. **Syslog Posting:** Used in a UNIX operating system, it allows the remote management software to log alerts to a file located in the remote management software directory. To log alerts, check the **Enable Syslog** check box, then click **Add** (see Figure 25). A task item adds to the log list. In the task item, specify the following as applicable, then click **Apply** or **OK**.

> **Machine Address:** The UNIX IP Address.

> **Port:** See your system administrator.

> **Device:** To choose a device item that you want the remote management software to monitor, such as a folder, specific printer, or a range of IP addresses.

> **First:** To set the beginning IP address in a polling range. Use this option if you select **Range:** as the Device option.

> **Last:** To set the last IP address in a polling range. Use this option if you select **Range:** as the Device option.

NOTE: In the remaining alert option fields, select **enable** or **disable** as desired.

> **Offline**, **Warning**, **Media Input**, **Media Output**, **Media Path**, **Marker**, **Cutter**, **Barcode**, **Scanner**, **Label**, **Intervention Needed**, **Consumables**, and **Power Cart:** For a description of the alert groups and printer events, refer to Table 4 in chapter three of the *Network Interface Card User's Manual*. All options are enabled by default.

> **Comment:** Enter comments as needed.

Update Status

Update Status shows the condition of the printer at the time the status is checked. To update the status of a printer, select **Status ▸ Update Status**, or click the ▮ (green flag) button at the right of the toolbar.

Figure 26 shows a printer with a wireless NIC that uses two ports. The ⍦ (signal strength) icon represents the wireless port, while the ⍦ (ethernet port) icon represents the ethernet port.
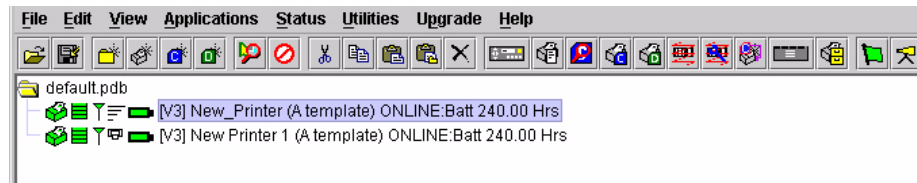

Figure 26. Update Status

When the printer status updates, the ▩ (printer) icon may change color:

• Green indicates the printer is functioning properly and can print

• Yellow indicates a warning, but the printer can print

• Red indicates the printer is not functioning properly and cannot print

• Grey indicates that the printer is not recognized

The message to the right of the printer description is identical to the message on the front panel of the printer.

If you enable status polling, the printer status updates automatically.

The ▤ (ribbon supply) icon indicates the amount of ribbon available on the printer.

• Green indicates a full or nearly full ribbon supply

• Yellow indicates a moderate ribbon supply

• Red indicates a small or no ribbon supply

• Grey indicates that the ribbon supply feature is not supported on the printer

**NOTE:** The following three icons appear only if the features are installed.

The ⍦ (signal strength) icon indicates the strength of the radio signal.

• Green with three or four bars indicates a strong signal

• Yellow with two bars indicates a moderate signal

• Red with one bar indicates a weak or non-existent signal

The ⍦ (ethernet port) icon always remains green, since it represents a wired connection.

The ▬ (battery power) icon indicates the percentage of available battery power.

• Green indicates the battery has 61% to 100% available power

• Yellow indicates the battery has 20% to 60% available power

• Red indicates the battery has less than 20% available power

Place the pointer over the ▤, ⼁≡, or ▬ icon to obtain information about the feature. See Figure 27, Figure 28, and Figure 29.

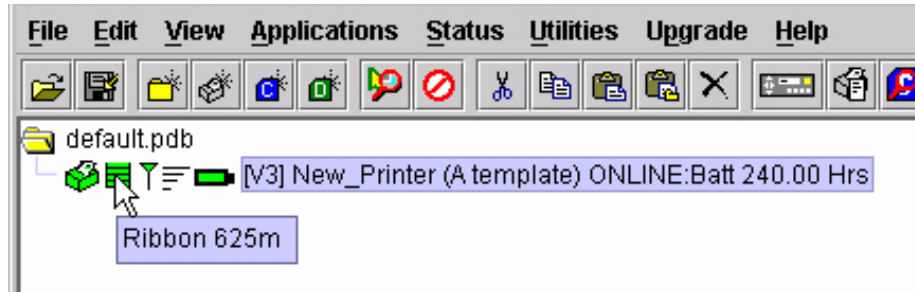**NOTE:** No information displays if you place the pointer over the ⼁⊟ icon.
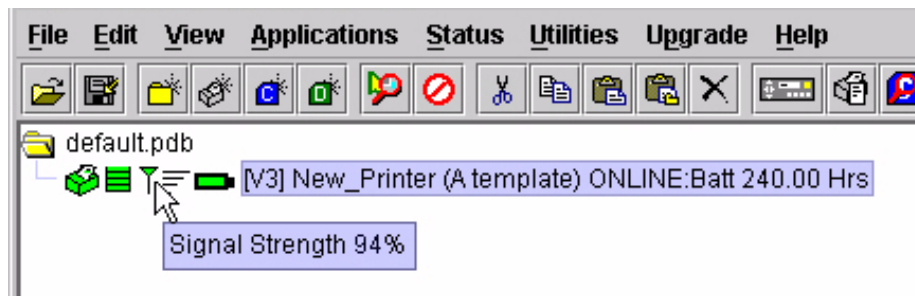

Figure 27. The Ribbon Supply Icon
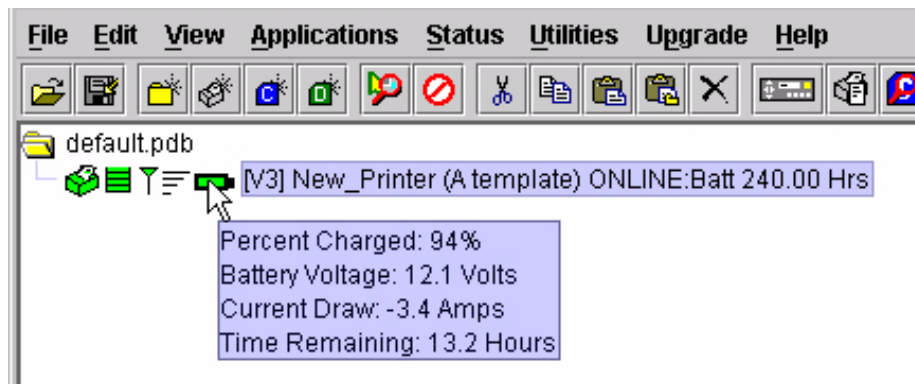

Figure 28. The Signal Strength Icon

Figure 29. The Battery Power Icon
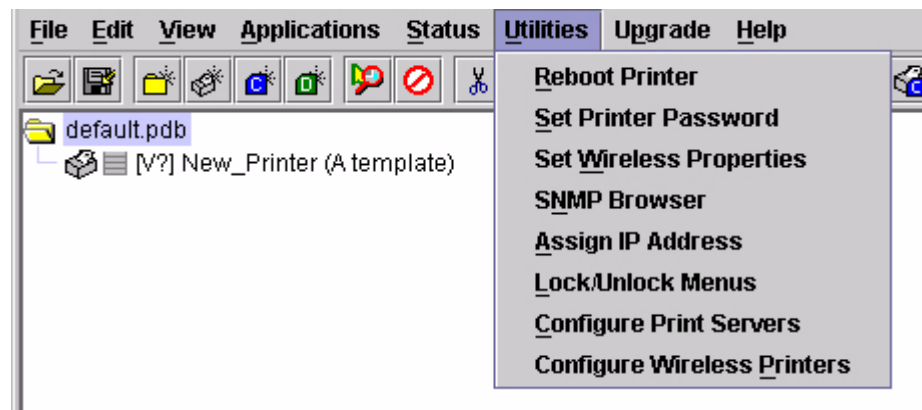
The Utilities Menu

Figure 30. Utilities Menu

Reboot Printer

Reboots the selected printer.

Set Printer Password

The remote management software does not allow passwords to change unless the Supervisor password matches the password in the Printer Properties. See "Security Tab" on page 65.

NOTE: If a password exists but is unknown, you must clear it first. See "Set Password" on page 9.

To set the printer password in the database:

1. Double-click the printer name. The Printer Properties dialog box opens.

2. Click the **Security** tab.

3. Type the User and Supervisor passwords.

4. Check the **Supervisor Mode** check box.

5. Click **OK**.

To change the printer password:

1. Click the printer name to select it.

2. Select **Utilities ▸ Set Printer Password**. The Change Password dialog box opens.
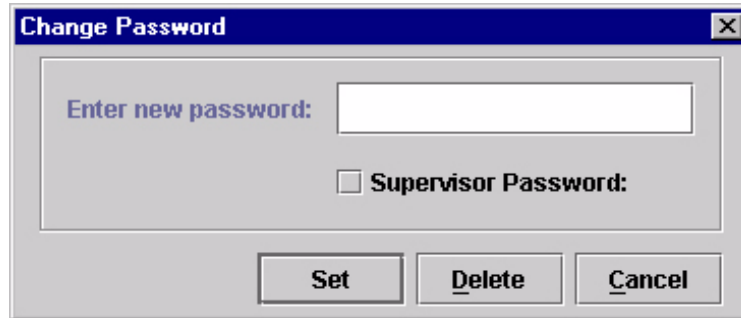
3. Type the new password.

4. For a new Supervisor password, check the **Supervisor Password** check box. For a new User password, leave this box unchecked.

5. Click **Set**.

6. If you entered a new Supervisor password, double-click the printer name. The Printer Properties dialog box opens.

7. Click the **Security** tab.

8. Type the same password you entered in step 3 in the Supervisor Password field.

9. Click **OK**.

Set Wireless Properties

NOTE: For a more thorough description of these settings, refer to the *Network Interface Card User's Manual*.

To set wireless properties, select a wireless printer from the printer database then select **Utilities ▸ Set Wireless Properties**.

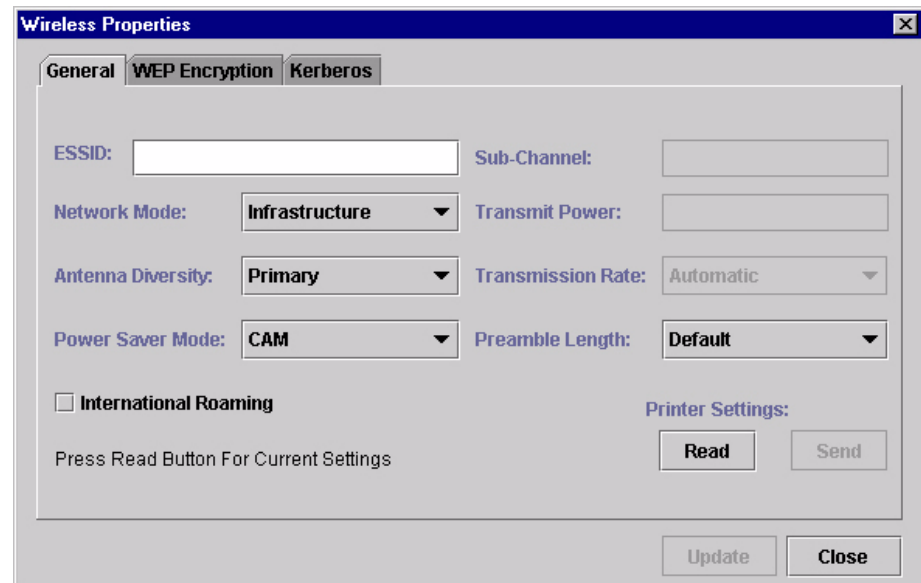The Wireless Properties dialog box contains three tabs: General, WEP Encryption, and Kerberos.

Figure 31. Wireless Properties: General Tab

General Tab

You must click **Read** to obtain the printer's settings before you can modify them.

NOTE: If the NIC has a password assigned to the user **guest**, then a Telnet Guest Password is required. See "Security Tab" on page 65.

ESSID (Extended Service Set Identifier): A 1 to 32 case sensitive character string that identifies the ESS network that the printer with a wireless NIC is a part of.

Network Mode: Determines if the client communicates using an access point (Infrastructure) or other clients peer to peer (Ad Hoc).

Antenna Diversity: The NIC supports a single (Primary and Auxiliary) and dual (Diverse) antenna mode.

Power Saver Mode: Determines if the NIC will go into a power saving mode (Modes 1 through 5) or stay powered up (CAM: Continuous Access Mode).

Sub-Channel: Determines the channel for the radio frequency card: 1 through 15 and Default.

Transmit Power: Determines the wattage of the transmission power: Max (100 mW - Default), 50% (30 mW), 25% (15 mW), 10% (5 mW), and 1% (1 mW).

Transmission Rate: Currently unavailable. Determines the rate of data transmission from the radio frequency card to the access point: 1 MHz, 2MHz, 5 MHz, 11 MHz, and Automatic.

Preamble Length: Determines the size of the packet header generated by the access point: Long, Short, or Default (set by the access point).

International Roaming: Check this check box to enable roaming outside the home country.

When you are finished, click **Send** to transmit the values to the printer.

NOTE: If the NIC has a password assigned to the user **root**, then a Telnet Root Password is required. See "Security Tab" on page 65.

If you are not going to modify settings on any other tabs, you must update the printer for the settings to take effect. Click **Update** to update the printer.

IMPORTANT **Make sure the settings match those configured in the Access Point.**
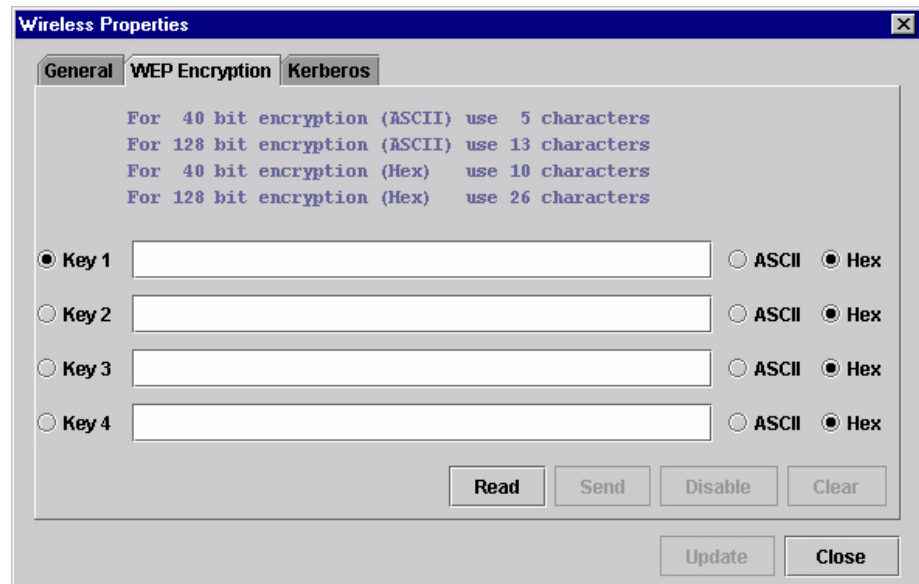
WEP Encryption Tab

Figure 32. Wireless Properties: WEP Encryption Tab

You must click **Read** to obtain the printer's settings before you can modify them.

NOTE: If the NIC has a password assigned to the user **guest**, then a Telnet Guest Password is required. See "Security Tab" on page 65.

Select which key you want to use for Wireless Equivalency Privacy (WEP) encryption. Use the correct number and type of digits for your preferred encryption strength (40 or 128 bit), then select **ASCII** or **Hex**.

Click **Disable** to disable WEP encryption for the selected printer.

Click **Clear** to clear all keys displayed on the WEP Encryption tab simultaneously. (The keys stored in the NIC are not affected.)

When you are finished, click **Send** to transmit the values to the printer. You can transmit up to four keys at once, but only the selected key will become the active key in the printer.

NOTE: If the NIC has a password assigned to the user **root**, then a Telnet Root Password is required. See "Security Tab" on page 65.

NOTE: If the values are not in the selected format, or if the exact number of characters required is not entered, an error message will appear. Correct the problem, then click **Send** again.

If you are not going to modify settings on any other tabs, you must update the printer for the settings to take effect. Click **Update** to update the printer.

IMPORTANT   **Make sure the settings match those configured in the Access Point.**

Kerberos Tab

The Kerberos tab contains four sub-tabs: Print Server, KDC, Set Password, and Credentials.
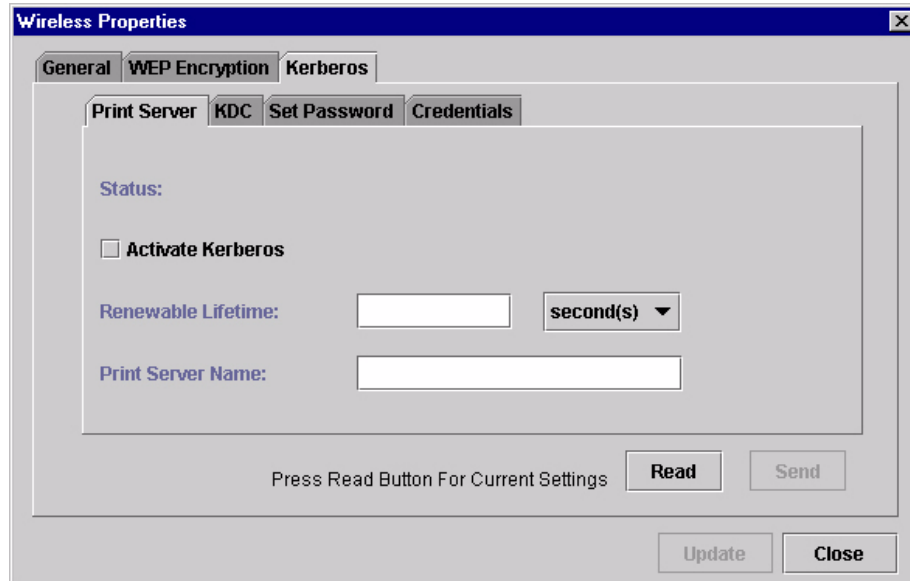
Figure 33. Wireless Properties:
Kerberos Tab – Print Server Sub-Tab

Print Server Sub-Tab

You must click **Read** to obtain the printer's settings before you can modify them.

NOTE: If the NIC has a password assigned to the user **guest**, then a Telnet Guest Password is required. See "Security Tab" on page 65.

Status: Displays Authenticated or Not Authenticated once an attempt to send Kerberos information has been sent.

Activate Kerberos: Check this check box to have the printer use Kerberos when the printer is using a wireless connection.

Renewable Lifetime/Units: The maximum allowable renewable lifetime in seconds, hours, or days. The range is 300 seconds to 3 days, or 0 (i.e., no limit). The default is **0**.

**Print Server Name:** The name of the print server.

When you are finished, click **Send** to transmit the values to the printer.

NOTE: If the NIC has a password assigned to the user **root**, then a Telnet Root Password is required. See "Security Tab" on page 65.

If you are not going to modify settings on any other tabs, you must update the printer for the settings to take effect. Click **Update** to update the printer.

IMPORTANT   **Make sure the settings match those configured in the Access Point.**
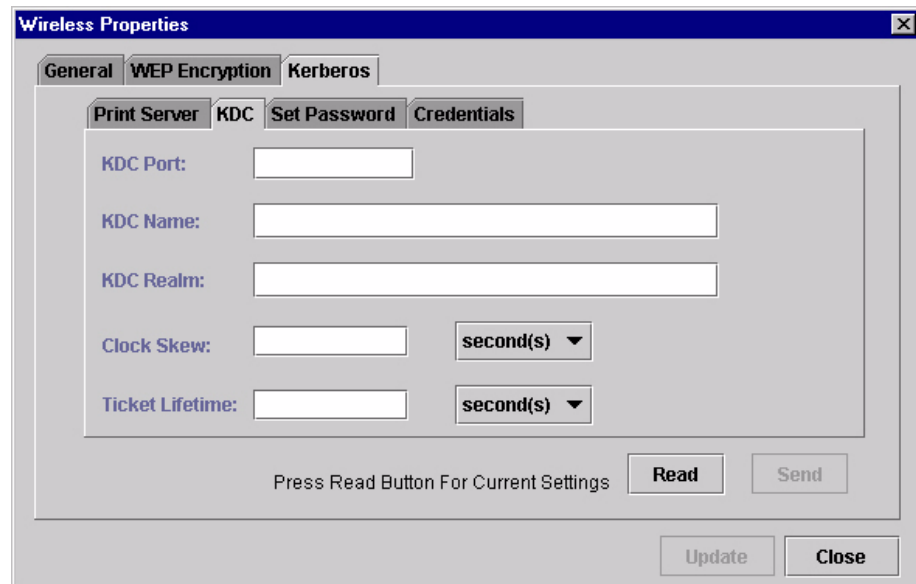
Figure 34. Wireless Properties:
Kerberos Tab – KDC Sub-Tab

KDC Sub-Tab

You must click **Read** to obtain the printer's settings before you can modify them.

NOTE: If the NIC has a password assigned to the user **guest**, then a Telnet Guest Password is required. See "Security Tab" on page 65.

KDC Port: The TCP/UDP port number used by the KDC. The default is **88**.

KDC Name: The name of the KDC which the Access Point is registered. The default is **krbtgt**.

KDC Realm: The realm of the KDC which the Access Point is registered. The default is **LOCALREALM**.

Clock Skew/Units: The maximum allowable time difference between the Print Server clock and the KDC clock, in seconds, hours, or days. The default is **300 seconds**.

Ticket Lifetime/Units: The maximum allowable ticket lifetime in seconds, hours, or days. The range is 300 seconds to 3 days. The default is **10 hours**.

When you are finished, click **Send** to transmit the values to the printer.

NOTE: If the NIC has a password assigned to the user **root**, then a Telnet Root Password is required. See "Security Tab" on page 65.

If you are not going to modify settings on any other tabs, you must update the printer for the settings to take effect. Click **Update** to update the printer.

IMPORTANT   **Make sure the settings match those configured in the Access Point.**
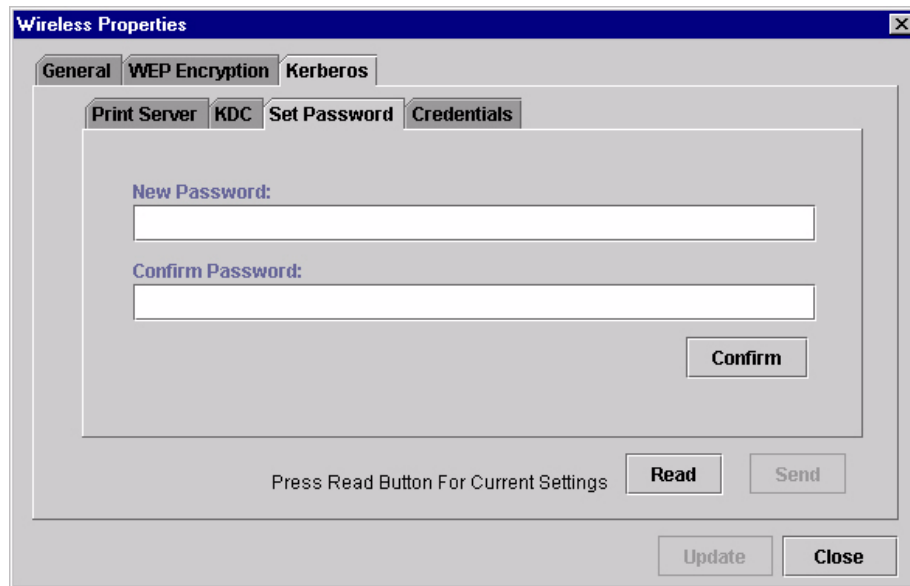
Figure 35. Wireless Properties:
Kerberos Tab – Set Password Sub-Tab

Set Password Sub-Tab

You must click **Read** to obtain the printer's settings before you can modify them.

NOTE: If the NIC has a password assigned to the user **guest**, then a Telnet Guest Password is required. See "Security Tab" on page 65.

New Password/Confirm Password: Use these fields to set the Kerberos password. Click **Confirm** to confirm that both the passwords match.

When you are finished, click **Send** to transmit the value to the printer.

NOTE: If the NIC has a password assigned to the user **root**, then a Telnet Root Password is required. See "Security Tab" on page 65.

If you are not going to modify settings on any other tabs, you must update the printer for the settings to take effect. Click **Update** to update the printer.

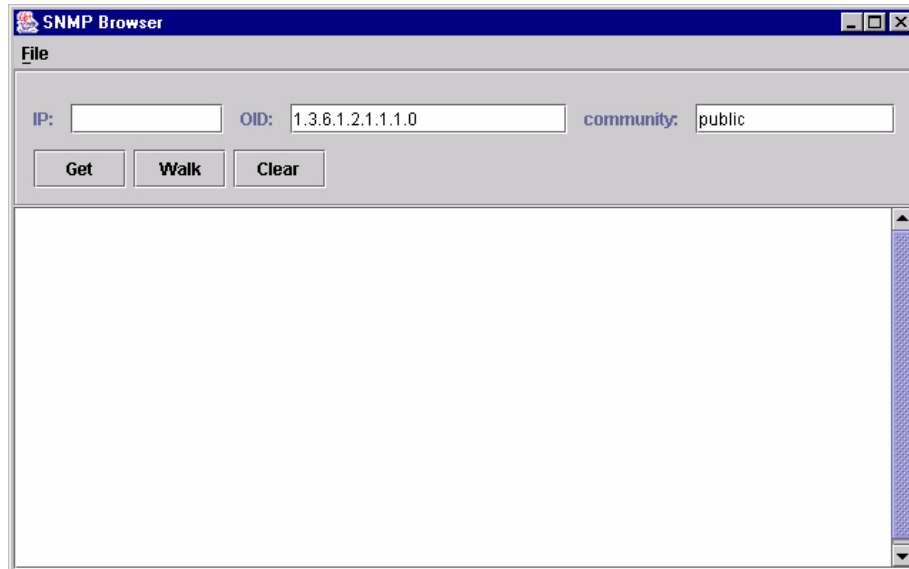**IMPORTANT**　　**Make sure the settings match those configured in the Access Point.**
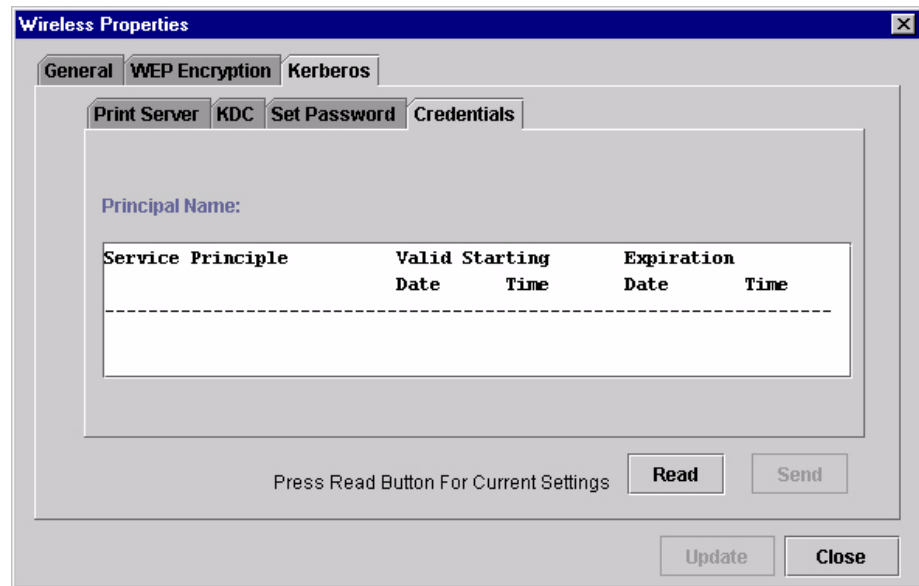
Figure 36. Wireless Properties:
Kerberos Tab – Credentials Sub-Tab

Credentials Sub-Tab

This tab displays the Service Principle, the date and time the settings are valid, and the date and time the settings expire.

SNMP Browser

The SNMP Browser enables you to view attribute values in the Printer MIB managed by the NIC. You can retrieve an attribute value of a specific MIB Object ID (OID), or you can walk or traverse the MIB.

Three inputs are required before you can use the SNMP Browser:

1. **IP:** defines the IP address of the target printer.

2. **OID:** defines either the specific MIB object ID you want to view, or the starting location for the MIB walk.

3. **community:** defines the access community defined in the NIC. The default is public.

The **Get** button retrieves the attribute and attribute value for the specific OID entered. If the OID entered is invalid, you will receive the **Error: SNMP error** message.

The **Walk** button traverses the MIB starting with the OID entered. The display is in the format: OID=Attribute_Value.

The **Clear** button clears the current display.

The **File** menu allows you to open a previously saved SNMP Browser session, save the current session to file, or send the current session to a printer.
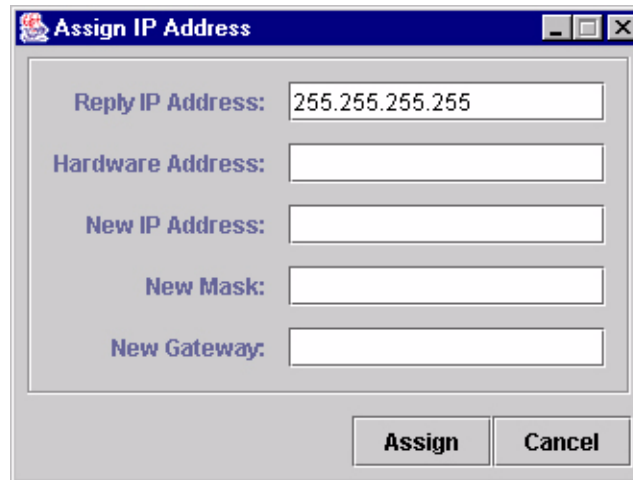
Assign IP Address

Figure 37. Assign IP Address

Allows you to assign IP addresses remotely to NICs that have not been previously configured, or to reconfigure the NIC settings. See Figure 37.

IMPORTANT **This utility requires expert network knowledge. If you assign incorrect network parameters to the printer, then other devices on the network may operate improperly, possibly causing the whole network to be unusable.**

The Assign IP Address utility has five fields:

• **Reply IP Address:** To enter a subnet broadcast number or a direct IP address to find the printer.

• **Hardware Address:** To enter the Machine Access Code (MAC) on the NIC.

• **New IP Address:** To assign the printer its new IP address. Make sure this address is correct and do not enter an already existing IP address.

• **New Mask:** To enter the new mask address, if necessary. If you need the same mask, type the mask number.

• **New Gateway:** To enter the gateway number the new printer uses.

Once you click **Assign**, the NIC settings change immediately.

NOTE: To view the new settings on the operator panel, reset the NIC (refer to the *Network Interface Card User's Manual*) or reboot the printer: set the power switch to O (Off), wait 15 seconds, then set the power switch to I (On).

Lock/Unlock Menus

Figure 38. Menus Lock Dialog Box

The Menus Lock dialog box allows you to lock or unlock menus on a selected printer.

When you lock menus on a printer, the menu tree is disabled in the operator panel (physical and virtual). Any key that affects the menu tree such as **+**, **−**, ↑, ↓, ↵, UP, DOWN, NEXT, and PREV will not function. Also, any key that goes to a menu, e.g., the JOB SELECT or TEST PRINT key, will not function.

NOTE: When some of the above listed keys are used in combination with another to perform functions not related to the menu, they are not disabled.

Other keys not disabled are those that perform a function, e.g., PAUSE, FEED, ONLINE, PAPER ADVANCE, VIEW, SET TOF, PRT CONFIG, and PAGE EJECT.
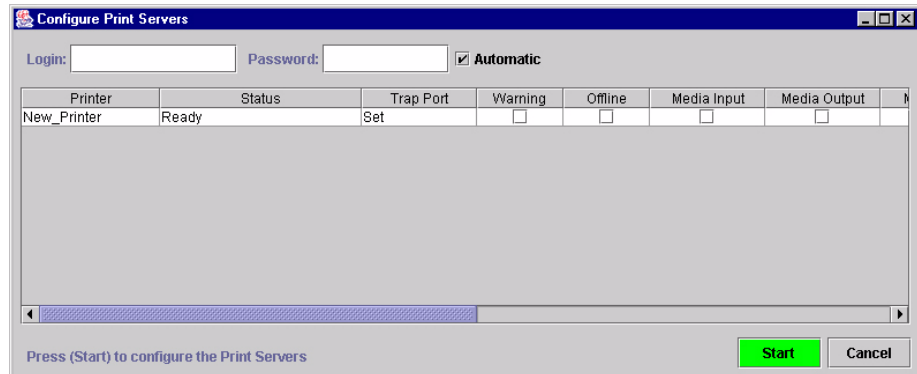
Configure Print Servers

Figure 39. Configure Print Servers Window

To access the Configure Print Servers application, select one or several printers from the printer database then select **Utilities ▸ Configure Print Servers** or click the 🖳 **Configure Print Servers** button. The Configure Print Servers window appears (see Figure 39).

The Configure Print Servers application allows you to set the trap port according to the SNMP Trap Server setting (see page 21).

The Configure Print Servers application also allows you to select alert groups. To select an alert group, click the check box(es) of the corresponding option(s). The alert group options include:

- Warning
- Offline
- Media Input
- Media Output
- Media Path
- Marker
- Cutter

- Barcode
- Scanner
- Intervention
- Consumable
- Label
- Power Cart

Click **Start** to configure the print servers.

NOTE: Check the **Automatic** check box to have the remote management software connect directly with the printer.

Uncheck the check box to have the remote management software make a Telnet connection with the printer. Enter **root** in the **Login** field and the password for the user **root** in the **Password** field.

When your printer encounters a problem that falls within the parameters of the selected alert options, the corresponding alert message appears. Refer to the Alert Groups Table in chapter three of the *Network Interface Card User's Manual* for descriptions of the alert message options.

NOTE: To check the print servers configuration, go to the NIC web page as discussed in chapter three of the *Network Interface Card User's Manual.*

Configure Wireless Properties

Selecting individual printers and modifying wireless parameters is time consuming, especially when several printers need to be configured with the same property values.

To simplify this, the remote management software provides a batch mode operation. This involves creating and modifying a **wireless.xml** file (which contains the batch mode information), then sending this file to all the specified wireless printers.

Create the wireless.xml File

1. Make sure the printers you want to receive the batch processing are in the printer database, and that their status has been updated. See "Update Status" on page 39.

2. To be certain that the remote management software knows the printers' current settings, make sure the printers have been read. See "Set Wireless Properties" on page 43.

3. Select the wireless printers to be configured (or a folder of printers), then select **Utilities ▶ Configure Wireless Properties**.

NOTE: If you are prompted to overwrite an existing **wireless.xml** file, click **Yes**, since you will be configuring a new set of printers.

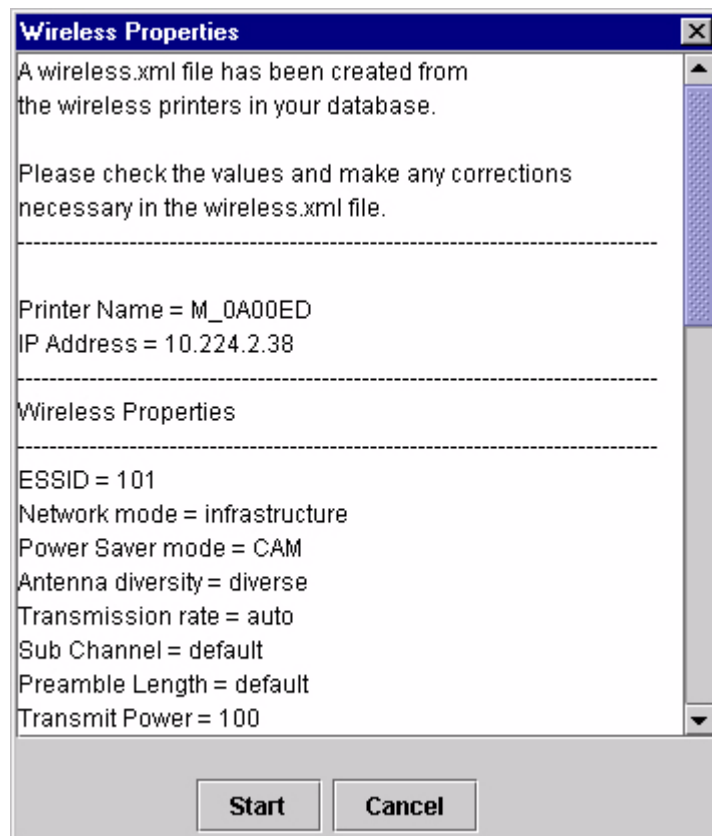A dialog box opens with the selected printers displayed. See Figure 40.

Figure 40. Sample Wireless Properties

The **wireless.xml** file has been created.

NOTE: If your printer selection includes a printer with a wireless NIC that uses both the ⵅ wireless and ⵇ ethernet ports, the generated **wireless.xml** file will list only the ethernet port as the interface for sending wireless properties.

4. Click **Cancel**.

Modify the wireless.xml File

Locate and open the **wireless.xml** file, which is located in the remote management software program directory. See Figure 41.

```
<?xml version="1.0" encoding="UTF-8" ?>
- <WirelessPrinters>
          .
          .
          .
  - <Printer enabled="false" name="A Printer" ipAddress="0.0.0.0" iFNum="2">
      <TelnetRootPassword password="" />
      <WirelessProperties essid="101" networkMode="infrastructure"
        powerSaverMode="CAM" antennaDiversity="diverse" transmissionRate="auto"
        subChannel="default" preambleLength="default" transmitPower="100"
        internationalRoaming="false" />
    - <WEP enabled="false" selectedKey="0">
        <Key1 value="" type="Hex" />
        <Key2 value="" type="Hex" />
        <Key3 value="" type="Hex" />
        <Key4 value="" type="Hex" />
      </WEP>
      <Kerberos enabled="false" activate="false" clockSkew="300"
        clockSkewUnit="seconds" ticketLifetime="43200" ticketUnit="seconds"
        renewableLifetime="0" renewableUnit="seconds" printServerName=""
        portKDC="" nameKDC="" realmKDC="" password="" />
    </Printer>
</WirelessPrinters>
```

Figure 41. The wireless.xml File

To modify this file, open it using a text editor. The following values can be set for the attributes (the default item is listed first).

NOTE: This following information is automatically inserted near the beginning of the **wireless.xml** file (as comments).

Printer

enabled: false, true (false causes the remote management software to skip the printer update)

name: A Printer (the name of the printer in the printer database)

ipAddress: 0.0.0.0 (IP address of the printer)

iFNum: 2 (this setting must always be 2)

TelnetRootPassword

password: <null> (NIC password)

NOTE: <null> indicates that there is nothing in the allotted space.

WirelessProperties

essid: 101 (1 to 32 character string)

networkMode: infrastructure, adhoc, pseudo

powerSaverMode: CAM, 1 to 5 (CAM is Continuous Access Mode)

antennaDiversity: diverse, primary, auxiliary

transmissionRate: auto, 1, 2, 5, 11

subChannel: default, 1 to 15

preambleLength: default, long, short

transmitPower: 100 (figure is in percent, range is 1 to 100)

internationalRoaming: false, true

IMPORTANT   **All the information in the wireless.xml file is sent as clear text during batch mode operation. For security, send the following information to a wireless printer using the ethernet port.**

WEP

enabled: false, true (false causes the remote management software to ignore the rest of the WEP section)

selectedKey: 0, 1 to 4 (0 disables WEP encryption)

Key1-Key4:

> **value:** <null>
> For 40 bit encryption (ASCII) use 5 characters
> For 128 bit encryption (ASCII) use 13 characters
> For 40 bit encryption (Hex) use 10 characters
> For 128 bit encryption (Hex) use 26 characters
>
> **type:** Hex, ASCII

Kerberos

enabled: false, true (false causes the remote management software to ignore the rest of the Kerberos section)

activate: false, true (true causes the printer to use Kerberos when the printer is using a wireless connection)

clockSkew: 300 (range is 60 seconds to 15 minutes)

clockSkewUnit: seconds, minutes

ticketLifetime: 43200 (range is 300 seconds to 3 days)

ticketUnit: seconds, minutes, hours, days

renewableLifetime: 0 (range is 300 seconds to 7 days; 0 means there is no renew limit and the remote management software ignores the renewableUnit value)

renewableUnit: seconds, minutes, hours, days

printServerName: <null> (maximum of 63 printable characters; in the Windows environment, the user name defined in the Windows server must be changed accordingly)

IMPORTANT   **The KDC settings must match those configured in the Access Point.**

portKDC: <null> (range is 0 to 65535)

nameKDC: <null> (maximum of 127 printable characters)

realmKDC: <null> (maximum of 127 printable characters)

password: <null> (maximum of 40 printable characters, excluding the " character)

When the values are correct, save the file as **wireless.xml** and place it in the remote management software program directory.

IMPORTANT   **For security, limit access to the wireless.xml file, since it contains WEP keys and Kerberos passwords.**

Send the wireless.xml File to the Printers

1. Select **Utilities ▸ Configure Wireless Properties**.

IMPORTANT   **When you are prompted to overwrite an existing wireless.xml file, click "No," since you have just created and modified it.**

2. Click **Start**.

    The Start button will turn red and change to Stop. The remote management software verifies the wireless properties and any errors discovered will display.

    If all data in the **wireless.xml** file are valid, they will be sent to all printers specified in the file. Click **Stop** to abort the setting of the wireless properties while in batch mode operation.

IMPORTANT   **Aborting the batch mode operation will leave the printers' wireless properties in a mixed state, some new settings and some old settings. Abort only if you want to make a value correction in the wireless.xml file. Save the corrected file and start the batch mode operation again.**

When the data have been successfully sent, the Wireless Properties dialog box will update. See Figure 42.
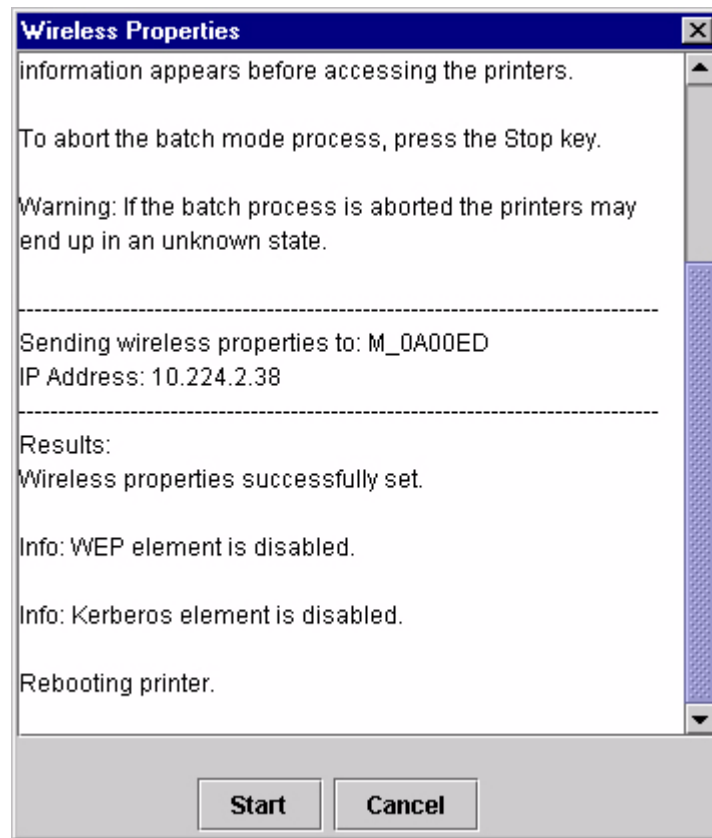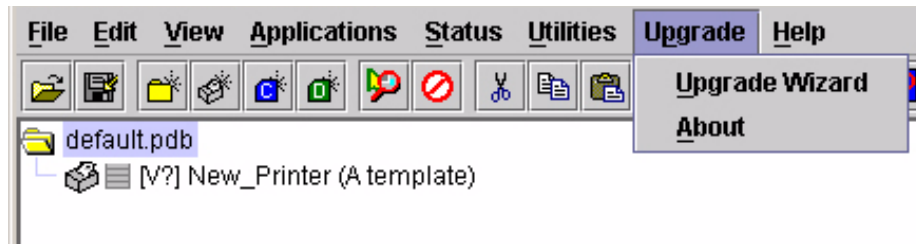

Figure 42. Wireless Properties Successfully Sent

The Upgrade Menu

For a complete description of upgrading, see "Upgrading Your Software And Print Server" on page 107.

Upgrade Wizard

Identifies existing printers available for feature upgrading and facilitates in the upgrade process.

About
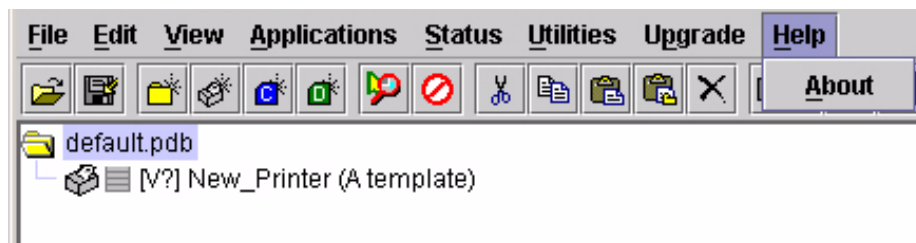
Displays the remote management software upgrade policy.

The Help Menu

Figure 43. Help Menu

About

Displays the remote management software About dialog box. The About dialog box shows the program's part number and version information.

The Toolbar

The remote management software toolbar contains buttons that perform functions. See below for a description of each button. Refer to the specified page for a more detailed description.

You can select which buttons display on the toolbar. See page 26.

Button	Description
	Open: Opens a new printer database.
	Save: Saves the current printer database.
	Folder: Inserts a new folder into the printer database (page 22).
	Printer: Inserts a new printer into the database (page 22).
	Configuration File: Inserts a new Configuration file into the database (page 22).
	Download File: Inserts a new Download file into the database (page 22).
	Edit: Defines the properties of the selected item (page 63).
	Include/Exclude: Deactivates a selected folder, printer, or file (page 23).
	Cut: Removes a selected folder, printer, or file from the database and places it in the paste buffer (page 23).
	Copy: Copies a selected folder, printer, or file to the paste buffer (page 23).
	Paste After: Pastes the item in the paste buffer after the selected item (page 23).
	Paste Into: Pastes the item in the paste buffer into the selected item (page 23).
	Delete: Removes the selected item (page 23).
	Operator Panel: Virtual control panel that allows you to make selections via the remote management software as if you are using the actual printer control panel (page 79).
	Information Capture: Allows the remote management software to capture information sent between the computer and the printer (page 85).

Button	Description
	Configuration Editor: Allows you to edit the data sent from the computer to the printer before the printer receives it (page 87).
	Configuration Download: Allows you to download a configuration file to the printer (page 71).
	File Download: Allows you to download a flash or firmware file to the printer (page 71).
	Data Validation: Opens the Data Validation window (page 96).
	ODV Quality Wizard: Opens the ODV Quality Wizard window (page 98).
	Configure Print Servers: Opens the Configure Print Servers window (page 53).
	Speed Keys: Opens the Speed Keys window (page 99).
	Flash File Manager: Opens the Flash File Manager window (page 93).
	Update Status: Marks a printer or printers for status updates (page 39).
	Discover Printers: Searches for new printers (page 28).
	Help: Opens the Help window (page 59).

Managing the Database

To organize your databases easily and effectively, use the Edit option on the Printer Database menu bar. You can add, delete, and assign printers, configuration files, and download files to your database tree. You can also organize them using folders. All Edit menu functions have buttons on the toolbar (see page 60).

Database Items

Folder: Use folders to group the elements of your database.

Printer: See "Defining Printer Properties" on page 63.

Configuration file: A file created in the Configuration Editor (see page 87) and stored on your host computer. A configuration file contains user-defined printer configurations that you can download to your printer using either the Printer Database or the Configuration Editor.

Download file: A flash file stored on your host computer (i.e., printer's firmware file) that you can download to the flash SIMM memory of a printer or group of printers.

Defining Printer Properties
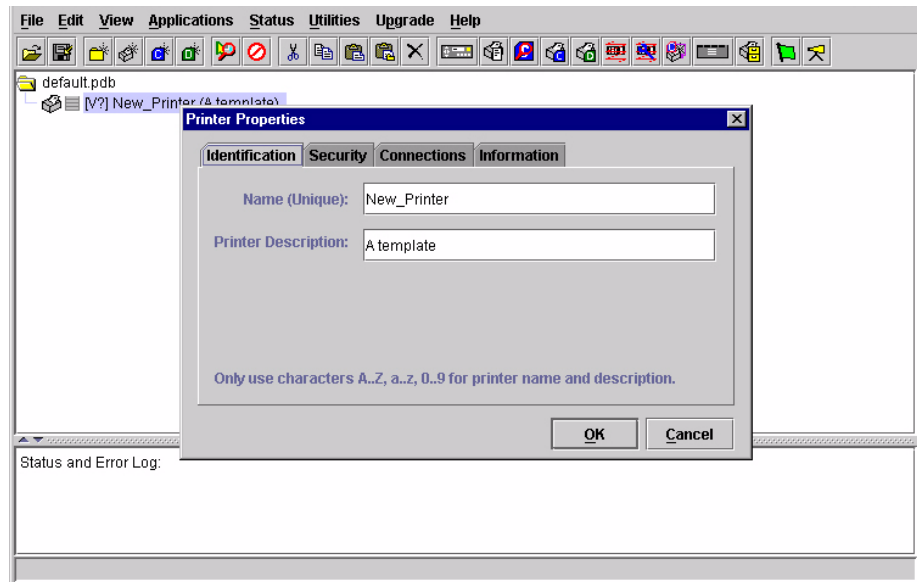
Figure 44. Defining Printer Properties

Before you can use any of the remote management software applications, you must define the printer's properties. You must identify the printer and configure how the printer communicates with the remote management software. To define a printer, double-click the printer's name or click the ![icon] (edit database entry) button. The first time you run the remote management software, double-click **New_Printer (A template)**. The Printer Properties dialog box opens. See Figure 44.

The Printer Properties dialog box contains four tabs: Identification, Security, Connections, and Information, described in the next sections.

Identification Tab
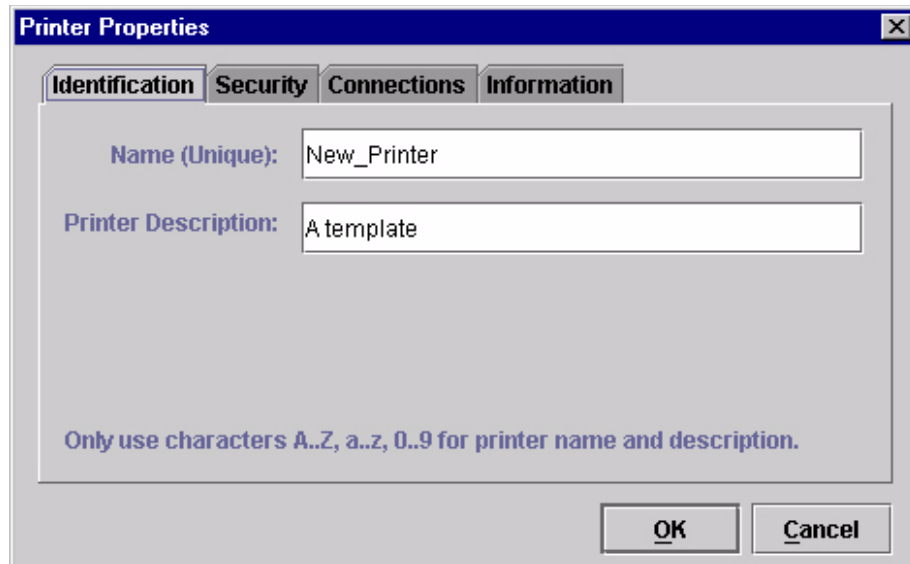
Figure 45. Printer Properties: Identification Tab

Name (Unique)/Printer Description: Assigns a name to your printer to identify it in the Printer Database. You can also assign a printer description, which appears in parentheses to the right of the printer name in the database.

When you assign a printer name and description, use only the alphanumeric characters A-Z, a-z, and 0-9. Underscores and spaces may be used to separate words.

Security Tab
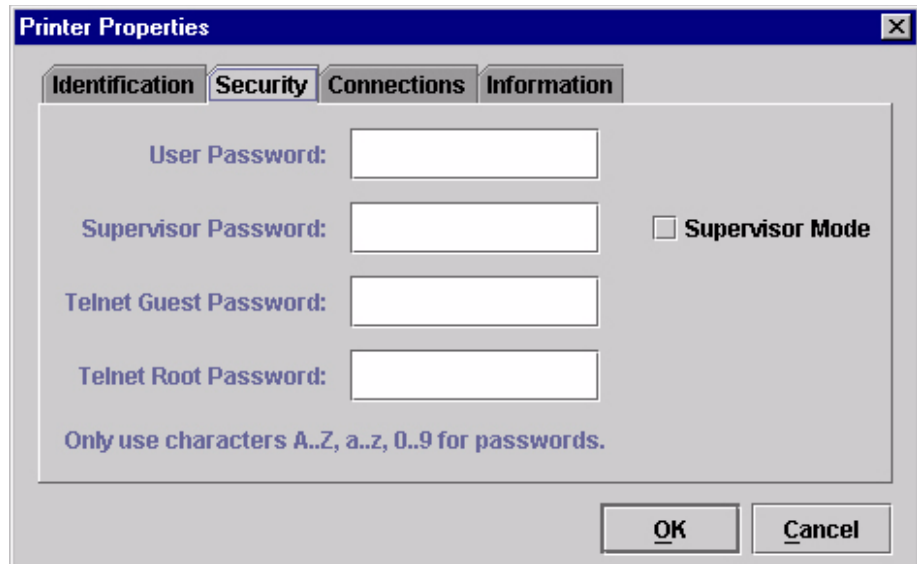
Figure 46. Printer Properties: Security Tab

User/Supervisor Password: Enter the printer's password, if appropriate. The password feature restricts access to certain functions of the remote management software. In User mode, the remote management software does not allow the following functions: downloading files, configurations, or configuration names to the printer; clearing the error log; and setting passwords. Supervisor mode allows unrestricted access to all functions of the remote management software.

User and Supervisor passwords are only recognized up to 9 characters, and are displayed as *****, one * for each character typed. Use only the alphanumeric characters A-Z, a-z, and 0-9 for passwords. Underscores and spaces may be used to separate words. To set up a password, see page 41.

Telnet Guest Password: The remote management software uses Telnet to poll the status of older printers. If your printer reports a Telnet error (see Figure 47), enter the password for the user **guest**. See your system administrator.
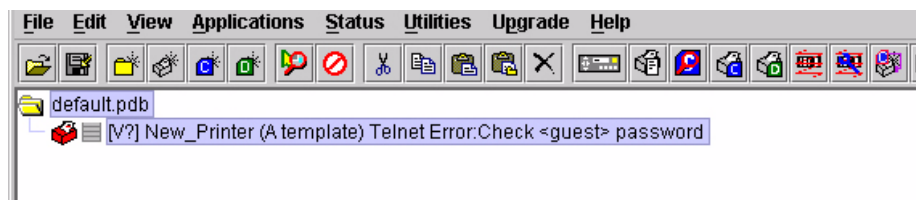
Figure 47. Telnet Guest Password Error: Polling the Printer Status

The remote management software also uses Telnet to read wireless printer settings. If the remote management software reports a Telnet error when attempting to read wireless printer settings (see Figure 48), enter the password for the user **guest**. See your system administrator.

NOTE: After you enter the password for the user **guest**, you must click **OK** to close the Printer Properties dialog box so that the remote management software will recognize the **Telnet Guest** password.

Figure 48. Telnet Guest Password Error: Reading Wireless Settings

Telnet Root Password: The remote management software uses Telnet to update wireless printer settings. If the remote management software reports a Telnet error when attempting to update wireless printer settings (see Figure 49), enter the password for the user **root**. See your system administrator.

NOTE: After you enter the password for the user **root**, you must click **OK** to close the Printer Properties dialog box so that the remote management software will recognize the **Telnet Root** password.
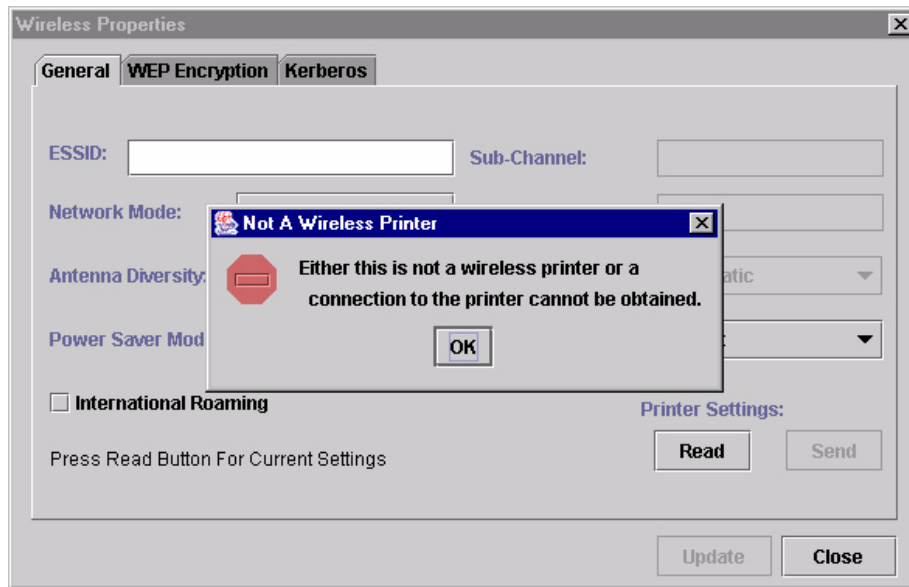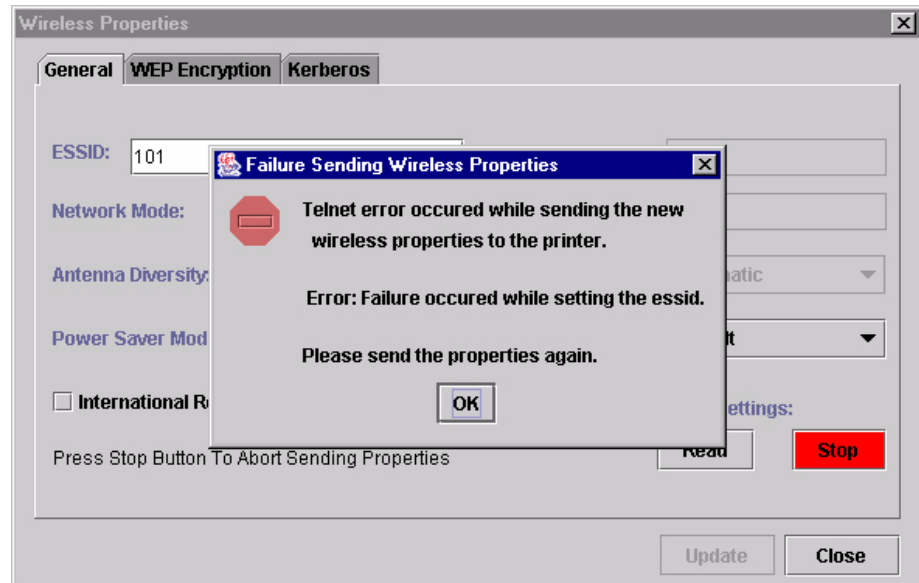

Figure 49. Telnet Root Password Error

Connections Tab
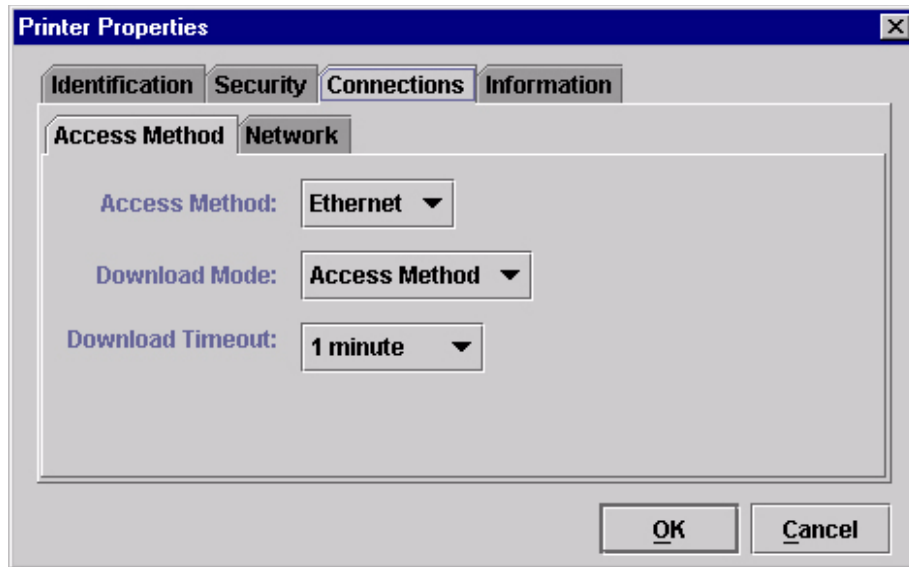
Figure 50. Printer Properties:
Connections Tab – Access Method Sub-Tab

The Connections tab contains two sub-tabs: Access Method and Network.

Access Method Sub-Tab

Access Method: Identifies how the remote management software accesses the printer. **Ethernet** is the only option available. Refer to the *Network Interface Card User's Manual* to set up the NIC for your printer.

Download Mode: Identifies how the remote management software downloads files and configurations to the printer. **Access Method** is the only option available. All downloads will use the NIC.

Download Timeout: Specifies the number of minutes the printer waits for data while downloading a file from the host computer. If a stall lasts for more than the specified time, the printer times out and the download terminates. If you have a slow connection between the remote management software and the printer, you may need to define a longer Download Timeout period. Define the Download Timeout between 1 and 60 minutes (the default is 1 minute).

Network Sub-Tab
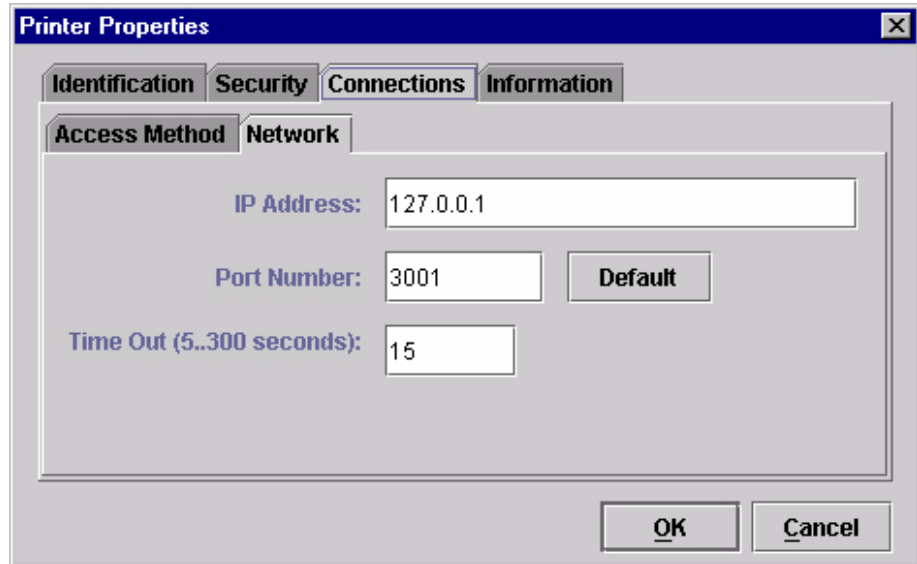
Figure 51. Printer Properties: Connections – Network Tab

Enter the printer's IP Address and Port Number. (Click **Default** to reset the Port Number to 3001.) The Time Out option sets the amount of time, in seconds, the remote management software waits for a response from the printer after sending a command. If there is no response in the specified amount of time, an error message appears in the Status and Error Log pane. If you have a slow connection between the remote management software and the printer, you may need to define a longer Time Out period. Define the Time Out between 5 and 300 seconds (the default is 15 seconds).

NOTE: The Network settings must match the settings in the printer's front panel menu. See "ETHERNET PARAMS" in the printer's *User's Manual* to check the IP address. Check the **PPM Port Number** in the **Factory** menu to check the port number.

Information Tab
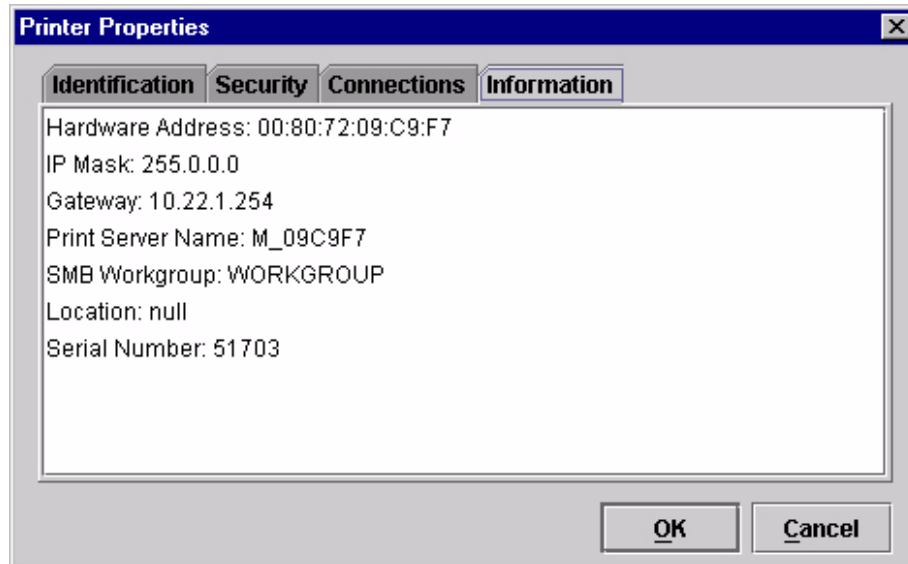
Contains information about your printer. See the *Network Interface Card User's Manual* for more information.

Downloading Files

NOTE: The terms **download** and **upload** as used here and in the software indicate the printer's point of view. Therefore, when you download a file using the remote management software, you are sending information to the printer (the printer downloads). When you upload a file, you are receiving information from the printer (the printer uploads).

The remote management software allows you to download Configuration and Download files to either a single printer or to a group of printers. To download a Configuration or Download file to a single printer, insert the **C** (Configuration file) or **D** (Download file) icon below the printer (one level lower than the printer). To download a Configuration or Download file to a group of printers, insert the proper icon on the same level as the printers (in the same folder containing the printers). Insert additional Configuration or Download file icons if you want to download multiple files or configurations.

Once you define Configuration and Download files on your database, you must download them to your printer in order for them to affect the active print state. Use the Printer Database to download as many files to as many printers as you want.

NOTE: Each emulation used by the printer has its own list of valid flash files it can use. Refer to the appropriate *Programmer's Reference Manual* for details about valid flash files.

To download a **C** Configuration file that is on the same level or one level lower than the target printer on your database tree, select the printer to receive the download and select **Applications ▸ Configuration Download**. To download a **D** Download file that is on the same level or one level lower than the target printer on your database tree, select the printer to receive the download and select **Applications ▸ File Download**.

Once you choose your download option, a dialog box opens that shows all the files that will download to each printer. Confirm that the correct files will be sent to the appropriate printers. Click **Upgrade** to begin the download. Click **Cancel** to cancel the download and start over.

NOTE: Be sure to calibrate your thermal printer after you download a configuration to it. See "Running Auto Calibrate" in the printer's *User's Manual*.

You can also download a series of files to several printers at once using folders. Select a folder and select either **Applications ▸ Configuration Download** or **Applications ▸ File Download**. All of the appropriate files inside the selected folder download to all of the printers inside that folder.

NOTE: Downloading a Configuration file does not immediately update the printer's active configuration. You must activate a downloaded configuration using the **Load Config.** setting in the printer's operator panel. See the printer's *User's Manual* for details.

Downloading Files Examples

Figure 52 shows a sample database.
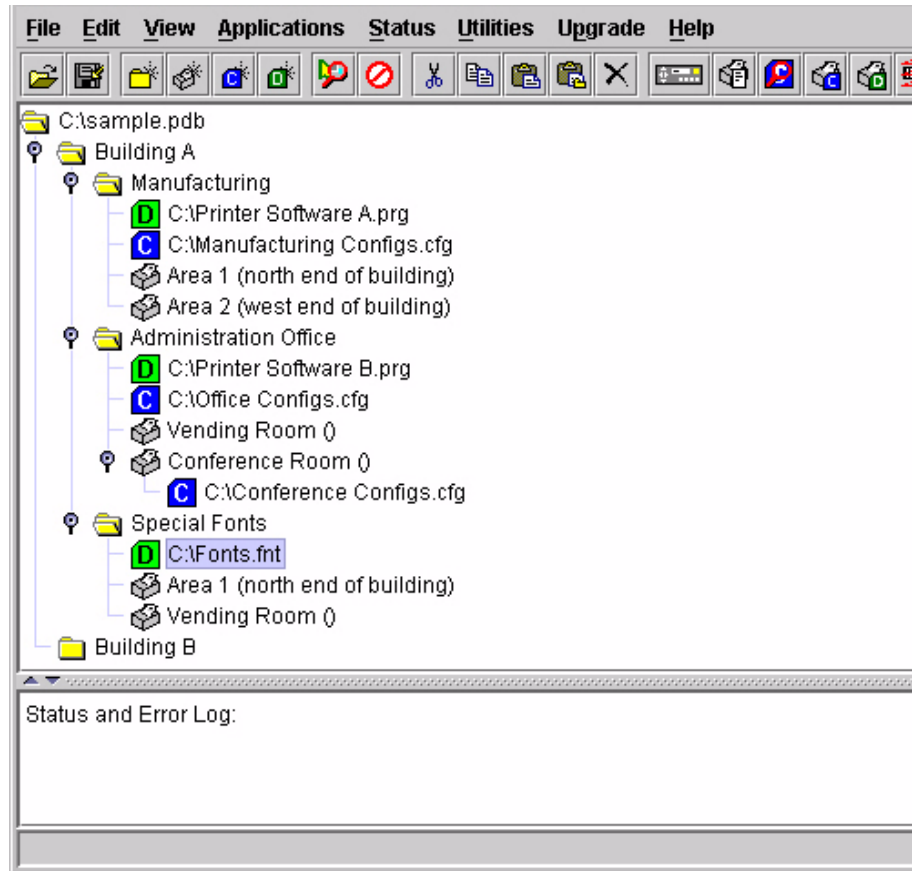
Figure 52. Sample Database

In the sample database, the printers are organized according to different parts of the building. Each area contains its own printers, Configuration files, and Download files.

Example 1

In the following example, the user selected the Conference Room printer, then selected **Applications ▸ Configuration Download** or clicked the
 (configuration download) button. The Configuration Download dialog box opens.
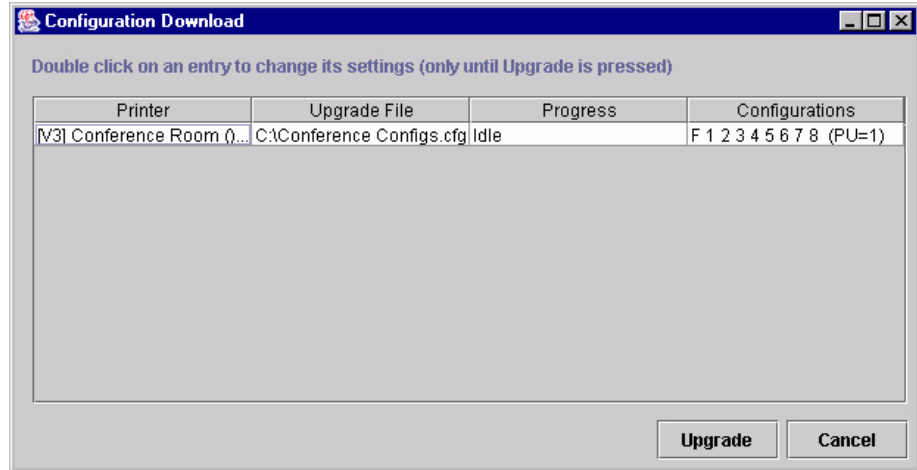
Figure 53. Configuration Download: Conference Room Printer

The Configuration Download dialog box displays the printer receiving the file, the name of the file being sent, the progress of the download, and the configurations contained within the file. If the user clicks **Upgrade**, the **Conference Configs.cfg** file is sent to the Conference Room printer. The dialog box indicates the progress of the file as it downloads.

Example 2

In the following example, the user selected the Manufacturing folder, then selected **Applications ▸ Configuration Download** or clicked the ▣ (configuration download) button. The Configuration Download dialog box opens.
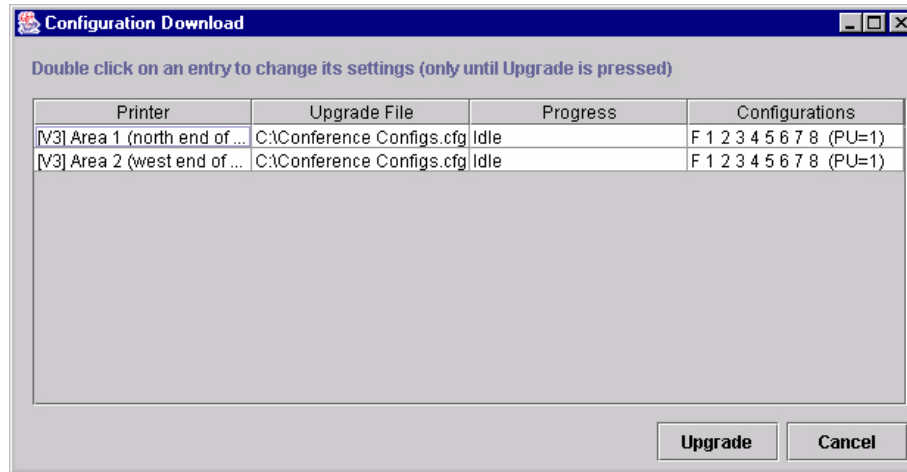
Figure 54. Configuration Download: Manufacturing

The remote management software sends all configuration files inside the Manufacturing folder to all printers inside the Manufacturing folder. If the user clicks **Upgrade**, the **Manufacturing Configs.cfg** file is sent to printers Area 1 and Area 2.

Notice that the **Printer Software A.prg** file, located inside the Manufacturing folder, is not on the download list. The remote management software downloads Configuration and Download files separately. To download the **Printer Software A.prg** file to these printers, select the Manufacturing folder, then select **Applications ▸ File Download**.
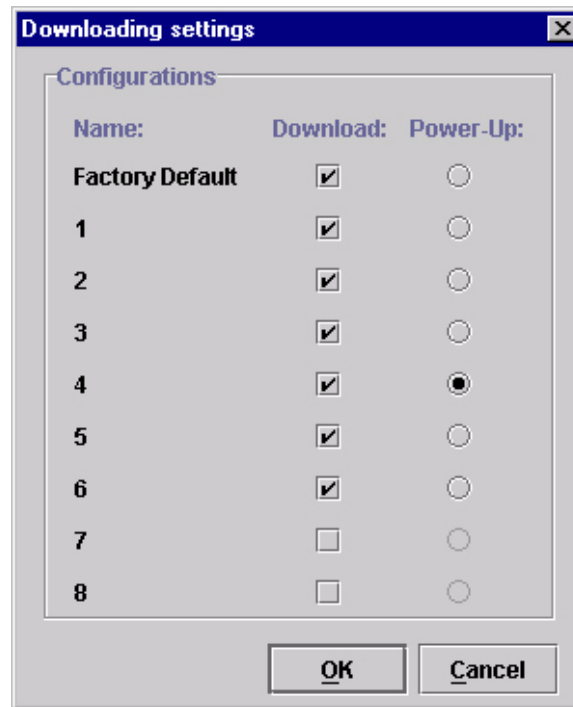
Figure 55. The Download Settings Window

You can also specify which configurations within the file you want to download. Double-click the name of the printer you want to make adjustments to, and a dialog box opens that allows you to select or deselect specific configurations. Only the selected configurations download. See Figure 55.

Example 3

In the following example, the user selected the Building A folder, then selected **Applications ▸ File Download** or clicked the ![flash file download icon] (flash file download) button. The File Download dialog box opens.
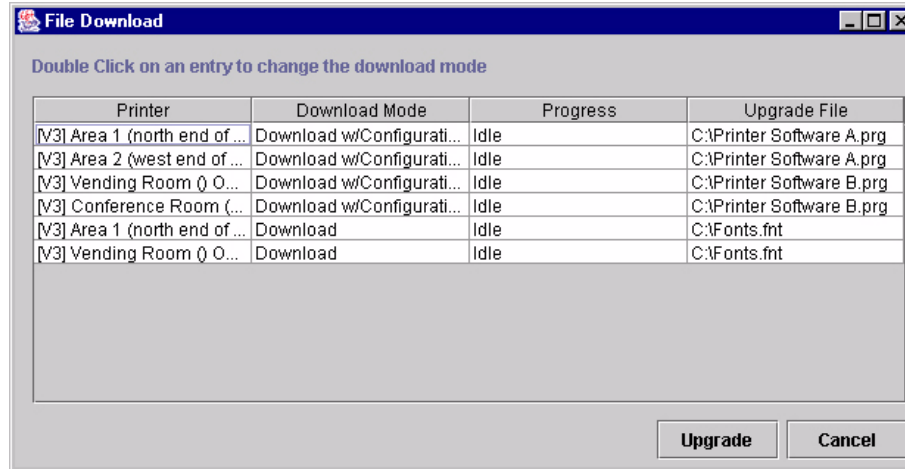
Figure 56. File Download Window

The remote management software downloads files from the selected folder, as well as its sub-folders. If the user clicks **Upgrade**, the **Printer Software A.prg** file is sent to printers Area 1 and Area 2, the **Printer Software B.prg** file is sent to the Vending Room and Conference Room printers, and the **Fonts.fnt** file is sent to the Area 1 and Vending Room printers.

IMPORTANT   **If you click Cancel during the upgrade, before the Progress field displays "Done," the printer will be left in an unstable state.**

The options in the Download Mode column can be changed for a printer firmware file. Double-click the printer you want to change, and the File Download – Download Mode window appears. See Figure 57.
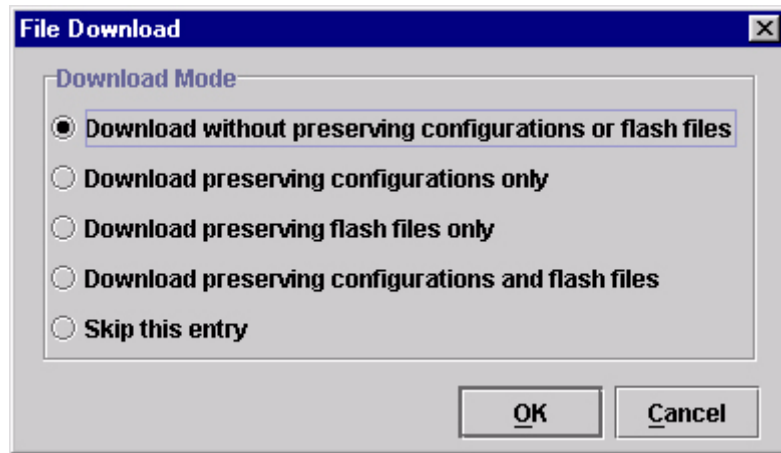
Figure 57. The File Download – Download Mode Window

Download without preserving configurations or flash files: When the firmware file downloads, all configurations are reset to their original, factory settings.

Download preserving configurations only: When the firmware file downloads, the configurations saved in the printer are preserved.

Download preserving flash files only: When the firmware file downloads, the flash files are preserved.

Download preserving configurations and flash files: When the firmware file downloads, the configurations and flash files are preserved.

Skip this entry: As the remote management software moves through the download queue, any files marked **Skip this entry** do not download.

3 *Applications and Web Access*

Operator Panel

The remote management software includes a virtual operator panel that simulates all the functions of the actual operator panel on your printer. Figure 58 shows the operator panel for a pedestal model line matrix printer; Figure 59 cabinet model line matrix printer; Figure 60 and Figure 61 thermal printers; and Figure 62 and Figure 63 laser printers.

The layout of the operator panel changes to visually simulate the printer being used (line matrix, thermal, or laser), but the keys and indicators function as described on page 83, regardless of the type of printer used.

To access the operator panel, select the appropriate printer from the Printer Database and then select **Applications ▸ Operator Panel** or click the (operator panel) button.

Operator Panel Window

Message Display

Secondary Operator Keys

ONLINE
ETHERNET/PGL/LP+

← PREV   → NEXT   ↑ UP   ↓ DOWN   SET TOF   PRT CONFIG   JOB SELECT   ENTER

ONLINE CLEAR   PAPER ADVANCE   VIEW EJECT   CANCEL

Enable   Disabled ▬ Busy ▬

Status Indicator

Primary Operator Keys

Disabled/In Progress Indicators
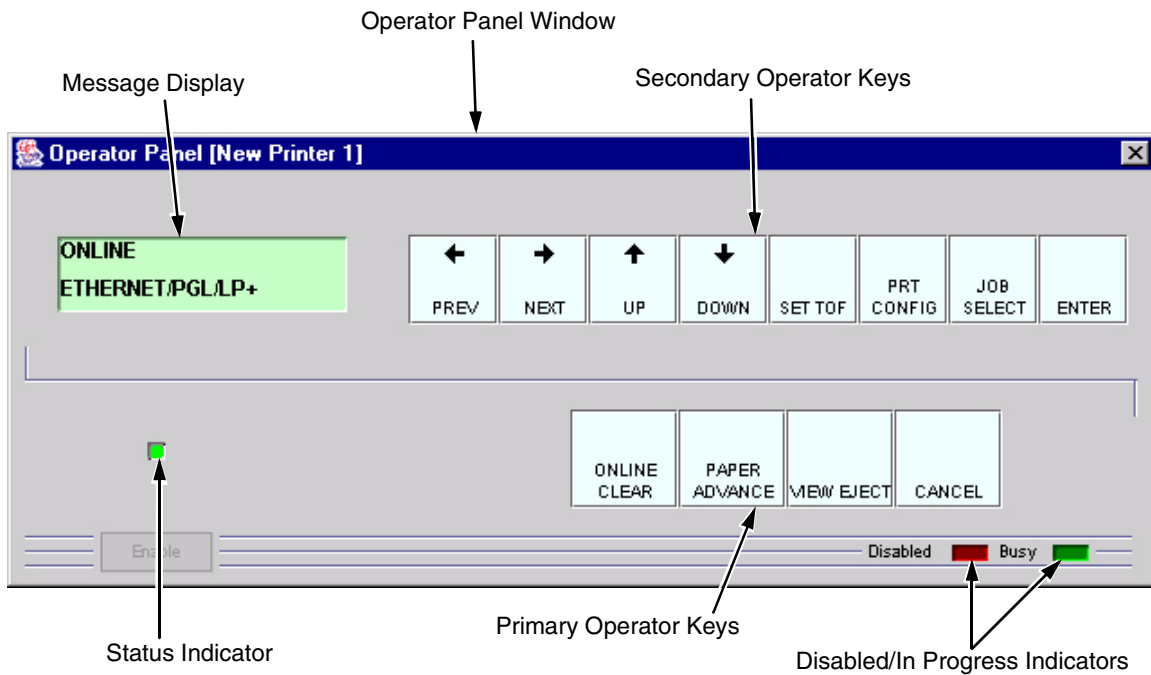
Figure 58. Line Matrix Printer Operator Panel (Pedestal Model)

Operator Panel Window

Secondary Operator Keys

Message Display

Status Indicator

SET TOF

UP

PRT CONFIG

PREV   NEXT

JOB SELECT

DOWN

ENTER

ONLINE
ETHERNET/PGL/LP+

PAPER ADVANCE

ONLINE   VIEW   CANCEL

CLEAR   EJECT

Enable   Disabled ▬ Busy ▬

Primary Operator Keys

Disabled/In Progress Indicators
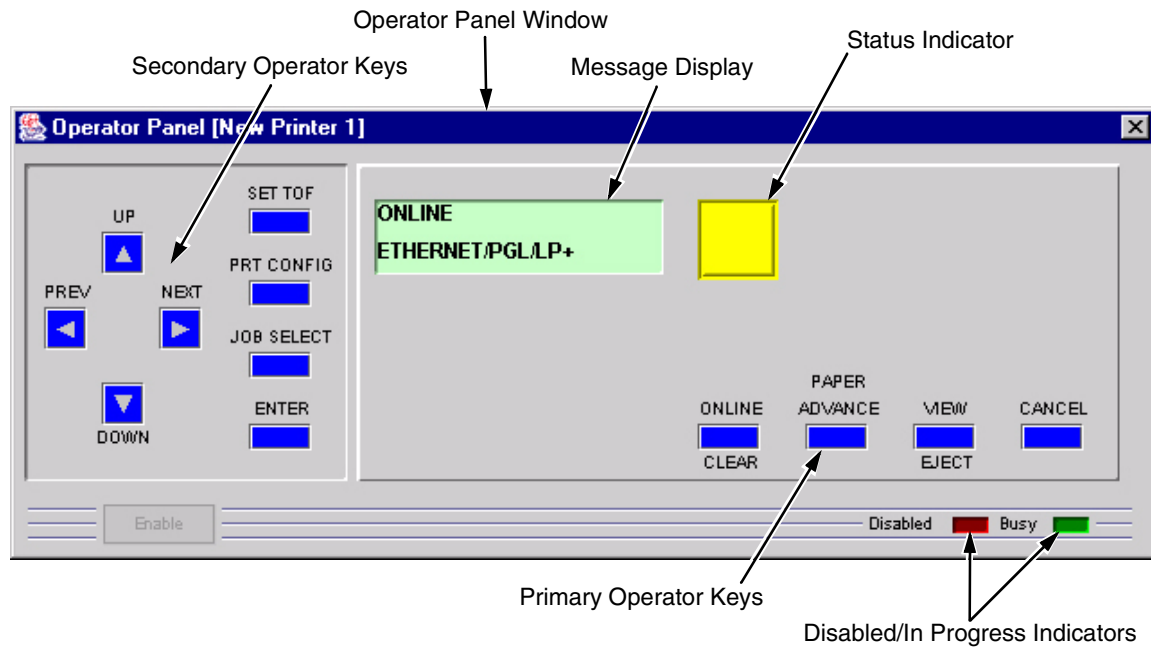
Figure 59. Line Matrix Printer Operator Panel (Cabinet Model)
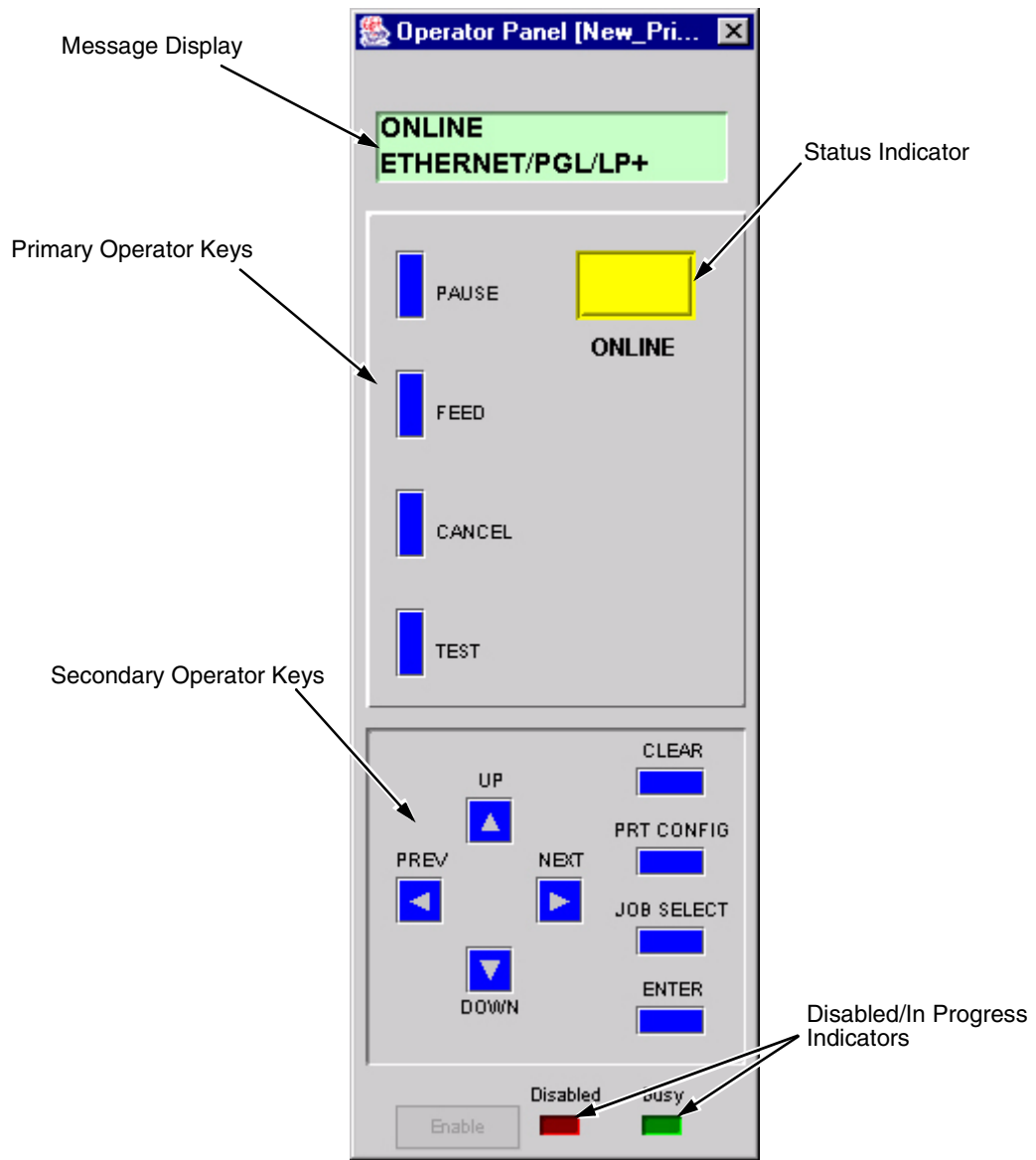
Figure 60. Thermal Printer Operator Panel (T4000)

Message Display

Operator Keys

Disabled/In Progress
Indicators

Figure 61.Thermal Printer Operator Panel (T5000)

Status Indicator

Message Display

Primary Operator Keys

Secondary Operator Keys

Disabled/In Progress Indicators
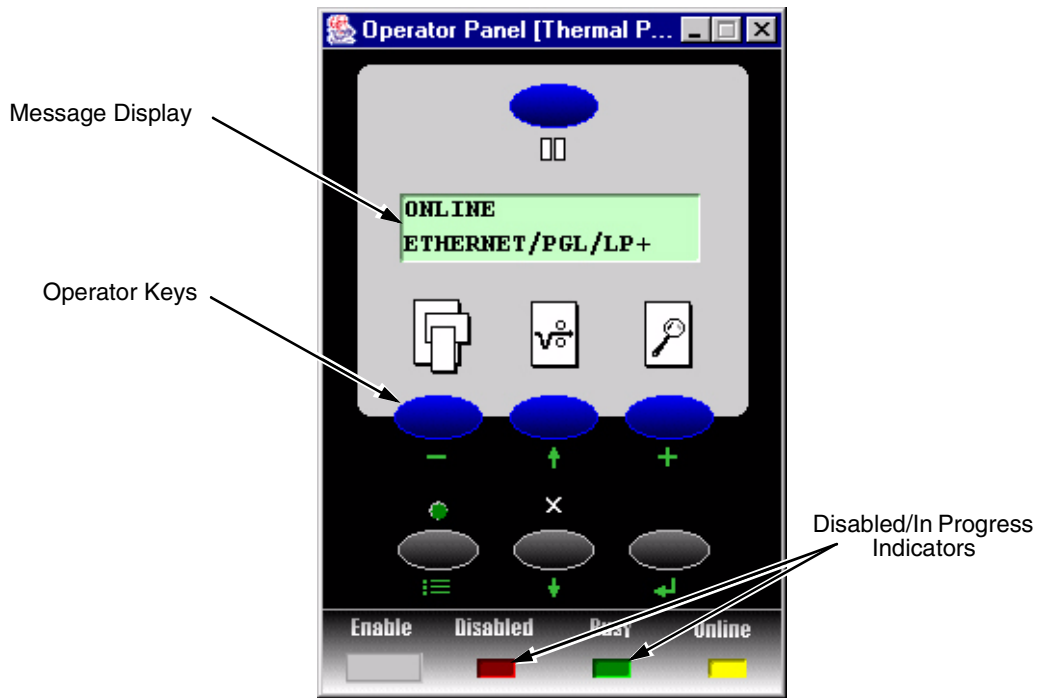
Figure 62. Laser Printer Operator Panel (L55XX)

Figure 63. Laser Printer Operator Panel (L1524)

Primary/Secondary Operator Keys

Clicking the primary and secondary operator keys in the operator panel causes the printer to perform the same actions as if you were physically pressing the keys on the printer's operator panel. For example, when the printe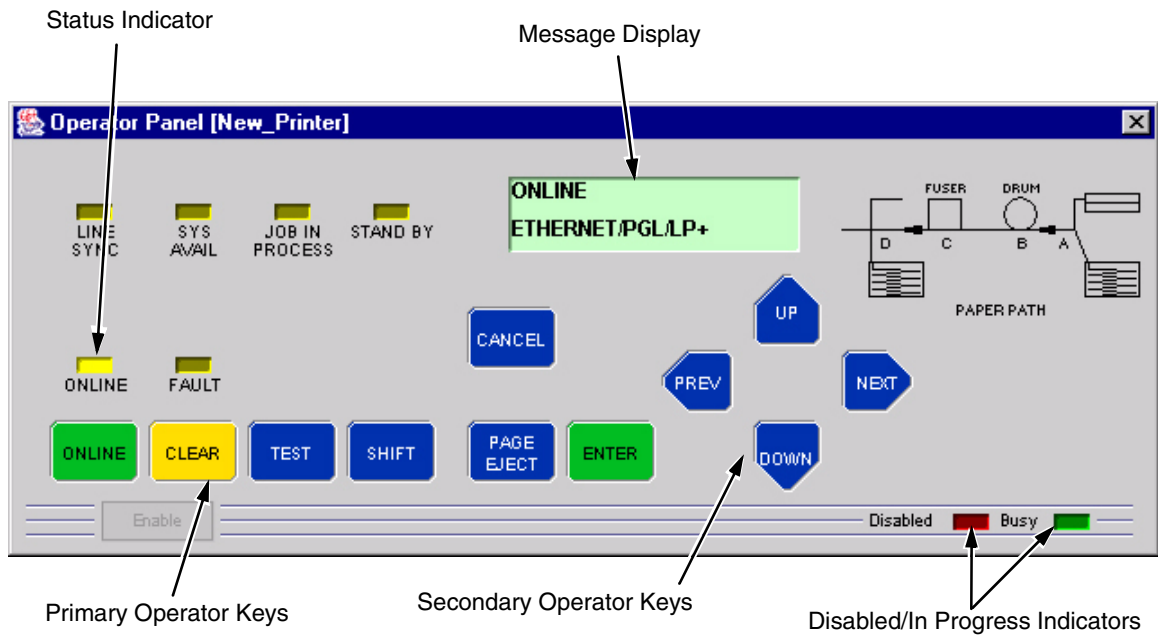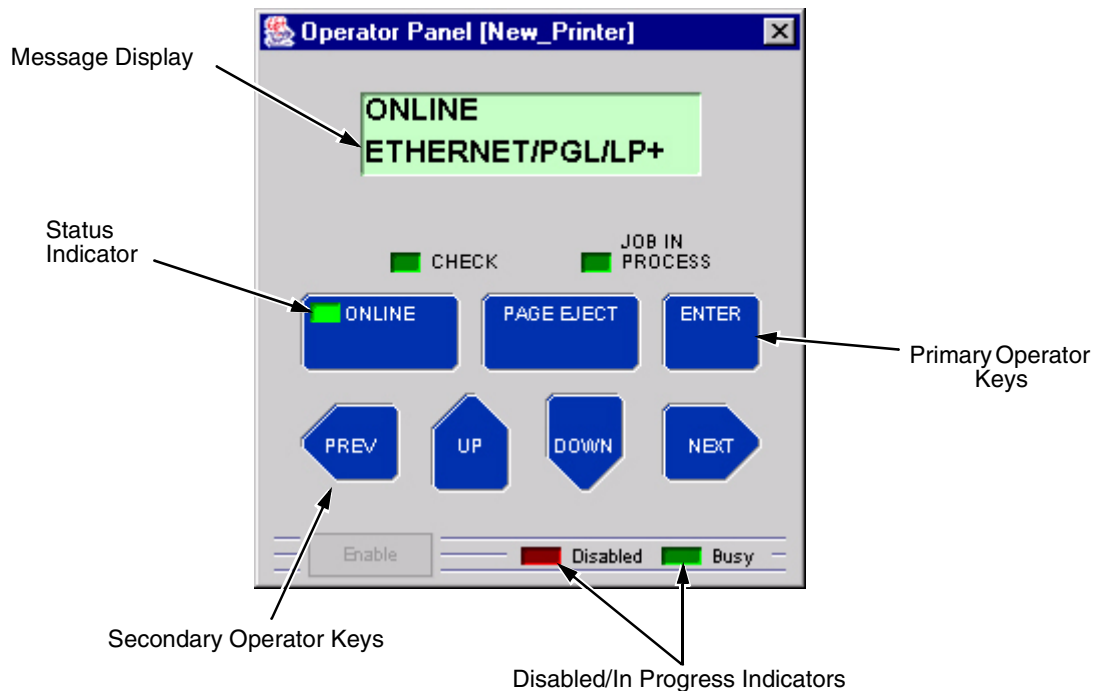r is online, click the **ONLINE** key (line matrix printers) or the **PAUSE** key (thermal printers) to take the printer offline. Click the **ONLINE** (or **PAUSE**) key again to place the printer back online.

Some functions require pressing multiple keys at the same time. To simulate this, hold down the **Shift** key on your host keyboard as you select each key. Release the **Shift** key, and the selected keys on the operator panel activate as if they were pressed simultaneously.

For example, to unlock the ENTER key, hold down the **Shift** key on your keyboard, then click **UP** and **DOWN** (line matrix printers) or ↓ and ↵ (thermal printers). Release the **Shift** key, and the ENTER (↵) key unlocks.

To perform some functions you must press keys for different lengths of time. For example, on a line matrix printer, in offline mode, pressing and releasing the **PAPER ADVANCE** key quickly on the printer's operator panel performs a line feed; pressing and holding the **PAPER ADVANCE** key for more than a second advances the paper to the next top-of-form. The same is true for the operator panel. Click and release the **PAPER ADVANCE** key quickly to perform a line feed. Click and hold the key down for longer than a second, and the **PAPER ADVANCE** key turns a different color and advances the paper to the next top-of-form.

NOTE: For an explanation of the functions of each primary and secondary operator key, see the printer's *User's Manual.*

Message Display

The message display shows what is displayed on the printer's LCD. Use the message display to configure menu options and read error messages.

Status Indicator

The status indicator displays the current operating mode:

Online mode: The indicator displays bright green.

Offline mode: The indicator displays black.

Fault mode: The indicator flashes.

Disabled Indicator
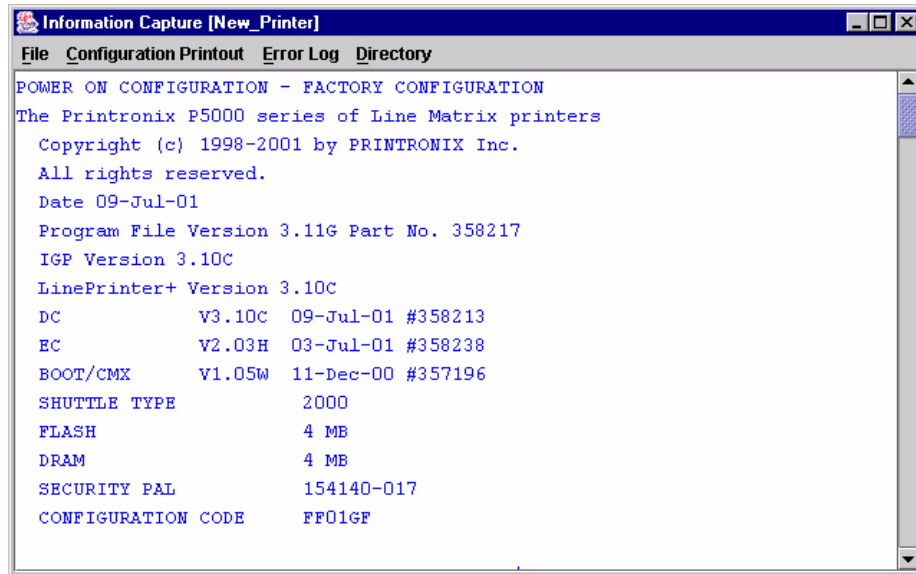
Normally, when you control the printer via the operator's panel, the Disabled light is off, and the Enable button underneath the status indicator is grayed out. While the remote management software has control of the printer, the message **PRINTER UNDER REMOTE CONTROL** appears on the printer's LCD display to alert others that the printer is being controlled remotely.

However, if someone presses a key on the printer, the virtual operator panel disables. The Disabled indicator lights up, and the Enable button activates. Click the **Enable** button to give control of the printer back to the virtual operator panel.

In Progress Indicator

This light flashes when the printer is working on a job or moving paper.

Information Capture

Figure 64. Information Capture Window

To access the Information Capture application, select a printer from the Printer Database and select **Applications ▸ Information Capture** or click the ▣ (information capture) button. The Information Capture application allows you to view the configurations or error logs saved in the printer's memory and save them as a text file to your local hard drive.

Loading a configuration into the Information Capture does NOT change the active configuration — this is a *view only* application. If you want to change the active configuration, use the Configuration Editor (see page 87) or the operator panel.

The following are descriptions of the Information Capture menus.

File

Save As: Saves the configuration or error log displayed in the Information Capture window as a **.txt** text file on your local hard drive. This **.txt** file can be opened in any word processing program.

Print: Prints the text of the information captured to the host computer's default printer.

Clear Window: Clears the Information Capture window of any displayed configurations or error logs.

Close: Closes the Information Capture window.

Configuration Printout

Current/Factory/Power-Up/All/1-8: Choose which configuration you want to view. If you choose more than one configuration without clearing the window, each additional configuration adds to the end of the display.

Error Log

All Errors: Displays the printer's error log.

Clear: Clears all errors from the printer's memory.

NOTE: The printer's error log and the Status and Error Log at the bottom of the main printer database window of the remote management software are separate. Clearing the printer's error log does not clear the Status and Error Log.

Directory

Flash File System: Displays the file system information for your printer.

Configuration Editor
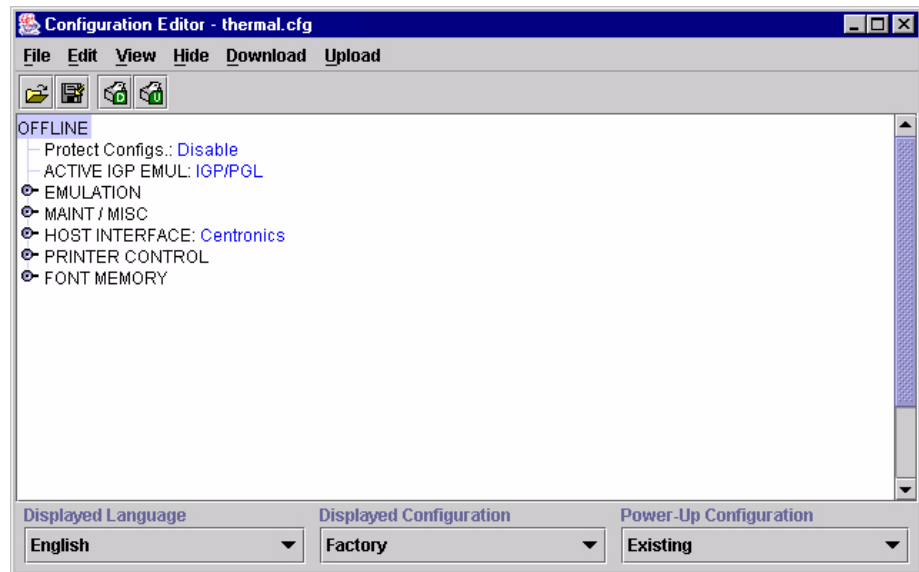
Figure 65. Configuration Editor Window

To access the Configuration Editor application, select a printer from the Printer Database and select **Applications ▸ Configuration Editor** or click the ⓒ (configuration editor) button. Select **Upload ▸ All** to upload configurations from the printer. The configurations upload from the printer and the active configuration displays in the Configuration Editor window. See Figure 65.

The Configuration Editor supports offline editing, allowing the editing of stored configurations. If you start the Configuration Editor without connecting to a printer, the screen will be blank. A configuration will not display until you load a configuration file from a disk or computer.

The Configuration Editor allows you to upload, modify, and download eight user-defined configurations and the factory default configuration (only if modification of the factory configuration has been enabled; see the Note on page 89). You may also save sets of configurations to your local hard drive so that they can be easily downloaded to the printer at any time.

The Configuration Editor does not change the current configuration or the active printer status until the configurations are downloaded to the printer.

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Menu Tree

The Configuration Editor displays the printer configurations in a tree format (see Figure 65). The top level of the tree is the OFFLINE menu. From this level, the tree branches into the printer's submenus. Menu items that have a ⊕ or ⊙ (handle) next to them have further submenus below them. Click the handle to expand or collapse the submenus below. (You may also use the Expand Tree/Collapse Tree options in the View menu to expand or collapse submenus.)

The Configuration Editor has three drop-down menus at the bottom. The Displayed Language option allows you to select from five or more different languages to display the configuration information. The Displayed Configuration option lets you choose between the available configurations to display. The Power-Up Configuration allows you to assign which configuration loads whenever the printer turns on.

Creating Configurations

Along with the factory configuration, your printer allows up to 8 user-defined configurations that can be downloaded to your printer's memory. You may create configurations using the printer's operator panel, or by using the Configuration Editor.

To create a configuration using the Configuration Editor:

1. Select **Edit ▸ Copy From:**. A list of configurations appears. Undefined configurations appear gray. Choose one of the configurations.

2. Click **Edit**. (Notice that the configuration you chose in step 1 now appears next to the Copy From: menu item.) Move your mouse down to **Copy To**. A list of configurations appears. Choose the number of the configuration you want to create. This new configuration is created with the settings from the configuration you chose in step 1.

   NOTE: If you choose to **Copy To** a configuration which already exists, that configuration will be overwritten.

3. You may now edit the configuration settings. See the next section, "Changing Configurations."
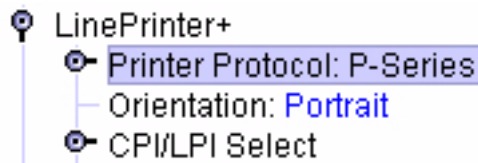
Changing Configurations

Configuration settings in the Configuration Editor can be changed two ways:

• make the changes directly on the menu tree

• use the Menu Editor

NOTE: Normally, the factory default configuration cannot be changed. However, you can enable modification of the factory configuration. Select **Edit ▸ Enable Factory Edit**. It is strongly recommended that you do *not* modify the factory default configuration. If you choose to modify the factory configuration, you should first upload it from the printer, and then save it. This way, you will have a backup copy of the factory configuration. To disable modification of the factory configuration, select **Edit ▸ Disable Factory Edit**.

Making Changes on Menu Tree

1. Using the Displayed Configuration menu at the bottom of the window, click the drop-down arrow to choose the configuration to change.

2. Expand the submenus until the configuration setting you want to change displays.

3. Select the menu item you want to change. A selection box surrounds your choice.

4. Use the **<** and **>** keys to toggle through the available options. (You may change these keys in the Printer Database window: select **File ▸ Preferences**, then click the **Configuration Editor** tab. See page 20.)
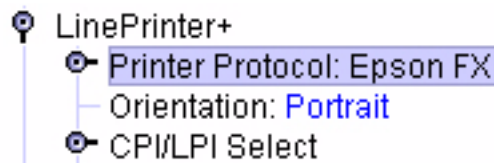
Menu Editor

Figure 66. Menu Editor

Double-click any menu item to open the Menu Editor window. Figure 66 shows the screen you see when you double-click the Printer Protocol option. By using 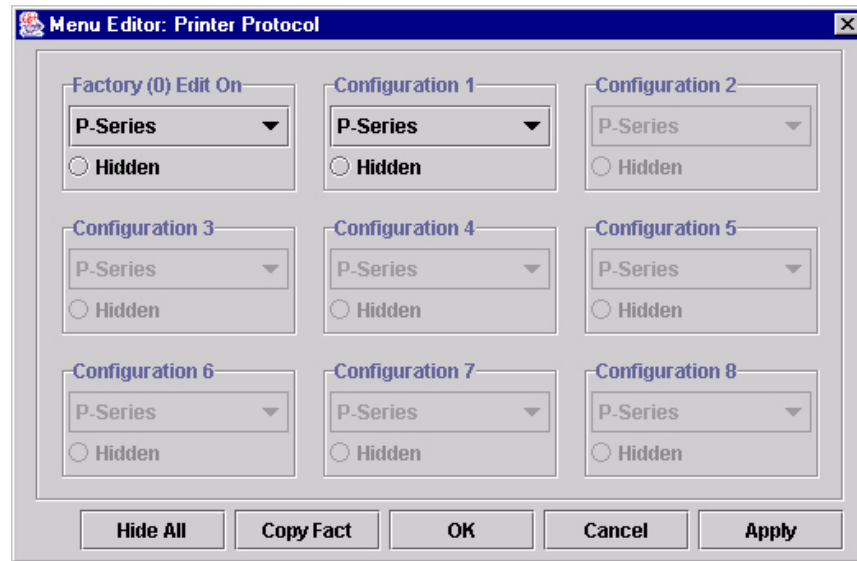the Menu Editor, you may view and adjust the settings of all nine of the printer configurations at once. To change a setting, click the drop-down arrow underneath the corresponding configuration and choose an option. Grayed out configuration names and settings do not exist; you must create the configuration before you can edit it (see page 88).

To hide a menu item in the operator panel, select Hidden under a configuration. Click **Hide All** to hide this menu item in all configurations. (For more information on hiding, see page 91.)

Select **Copy Fact (1-8)** to set all configurations to the same value as the factory or user-defined configuration currently selected under the Edit ▸ Copy From: menu in the Configuration Editor (see page 88).

Click **Cancel** to exit the Menu Editor without saving your changes.

Click **Apply** to save your changes without exiting the Menu Editor.

Click **OK** to save your changes and exit the Menu Editor.

Deleting Configurations

To delete any of the configurations (except the Factory Configuration), select **Edit ▸ Delete ▸** and choose the number of the configuration to be deleted.

Naming Configurations

You may name any of the eight user-defined configurations using an alphanumeric string of 1 to 15 characters. Select **Edit ▸ Names** to open the Edit Configuration Names window.

Choose the configuration you want to name, then click **OK** to assign the name change, **Cancel** to exit this window without saving your changes, or **Reset** to restore the original configuration numbers.
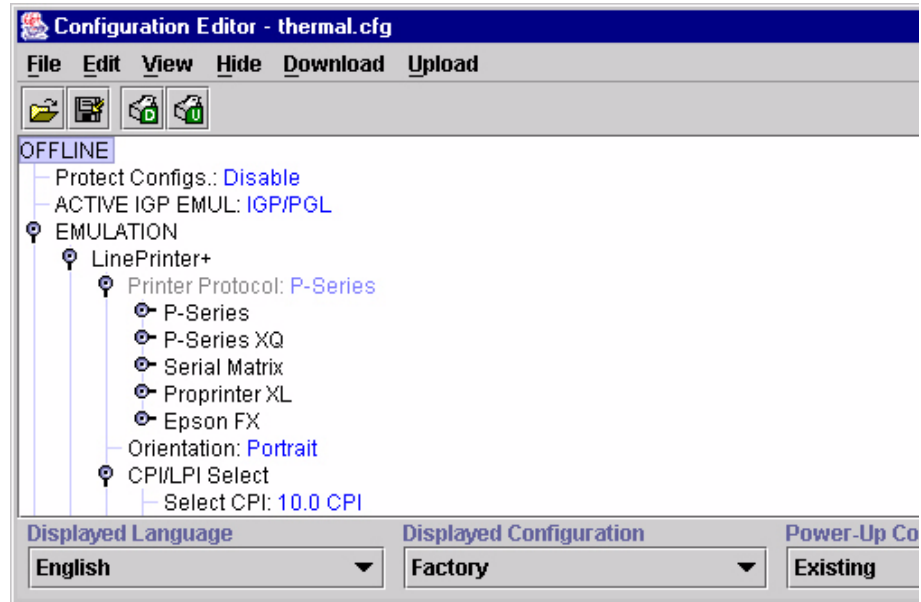
Hiding/Unhiding Menu Items

Figure 67. Hiding a Menu Item

The Configuration Editor allows you to hide menus to make the operator panel menus easier to use, or to restrict printer operators from accessing certain printer configuration menu items. If you choose to hide a menu item in the Configuration Editor, the hidden menu item still loads into the printer when the configuration downloads to it. However, the hidden menu item does not appear on the printer's front panel.

The Configuration Editor displays hidden menus in gray on the menu tree. When a menu item is hidden, all of its sub-menus are hidden as well. In Figure 67, the Printer Protocol menu item is hidden. The Printer Protocol menu item, as well as its sub-menus (P-Series, P-Series XQ, etc.) cannot be changed from the printer's operator panel.

IMPORTANT **Depending upon the active emulation, active interface, or hardware attached to the printer, some menu items cannot be hidden on the printer front panel, even though they may be defined as "hidden" in the remote management software.**

You can still change hidden menu items using the Menu Editor.

You can hide or unhide menu items in three ways:

1. Using the keyboard. From the menu tree, select a menu item. A selection box appears around the selected menu item. Press **H** to hide the menu item or **U** to unhide the menu item. (To change these keys, select **File ▶ Preferences** in the Printer Database window. See page 20.)

2. Using the Menu Editor. See page 90.

3. Using the Hide option on the Configuration Editor menu bar. With this menu option, you may hide or unhide individual items, sub-menus or the entire configuration.

Saving Configuration Files

Normally, your printer can save only nine configurations in its memory. You change these configurations through the printer's operator panel. However, using the remote management software, you can store a nearly unlimited number of configurations on your host computer.

Once you have made your changes, you can save your configurations as a **.cfg** file on your local hard drive. This way, you can open any set of configurations from your host computer and download them into your printer quickly and easily.

To save configurations to your local hard drive, select **File ▸ Save As**. Be sure to save your configuration as a **.cfg** file.

Opening Configuration Files

To open a configuration file, select **File ▸ Open**. The Configuration Editor loads the settings from the file you choose.

Remember, these settings do not affect the current configuration or the active printer status until the configurations are downloaded to the printer.

NOTE: The Configuration Editor displays only one configuration file at a time. Be sure to save any changes before opening another configuration file.

Downloading Configurations

You may use the Configuration Editor to download into your printer any configurations you have created. Open the configuration file you want to use, then use the options under the **Download** menu to send individual configurations, all configurations, or just the configuration names.

Downloading a configuration deletes the corresponding configuration currently stored in the printer. If you want to save the configurations currently stored in the printer before overwriting them, upload them into the Configuration Editor first, and then save them as a **.cfg** file on your local hard drive.

NOTE: Be sure to calibrate your thermal printer after you download a configuration to it. See "Running Auto Calibrate" in the printer's *User's Manual*.

Uploading Configurations

The Configuration Editor can upload configurations from a printer. Once the configurations upload, you can save them to a file. Now you can select another printer from the database and upload its configurations. The remote management software prompts you to save the previously uploaded configuration before the new configuration uploads.
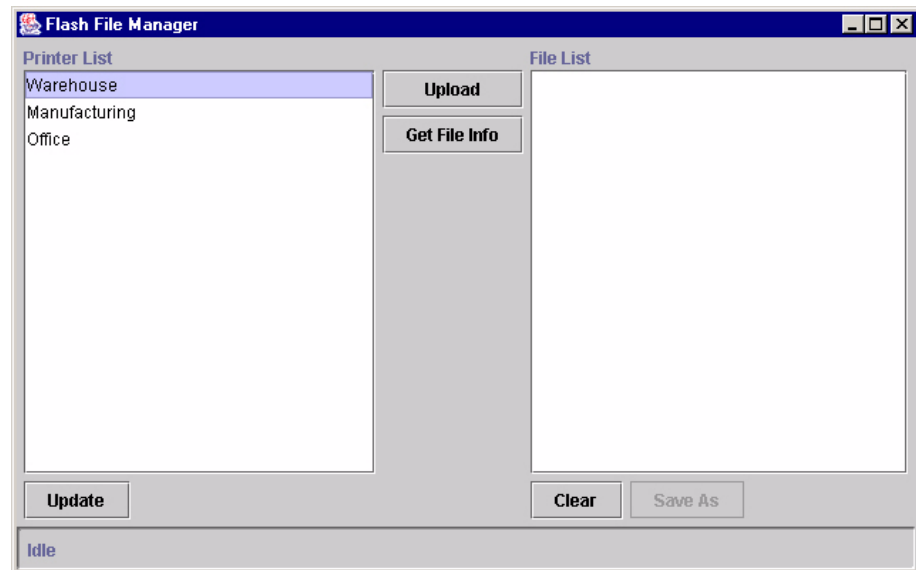
Flash File Manager

Figure 68. Flash File Manager Window

The Flash File Manager is a tool that allows you to upload all unprotected files from the flash memory of a selected printer. Select **Applications ▸ Flash File Manager** or click the 🔲 (flash file manager) button.

The Printer List pane displays a list of printers. See Figure 68. Depending on what is selected, different printers appear. If you select one printer, it appears alone in the list. If you select a folder, all active printers in the folder appear.

If you select another printer or folder, click **Update** in the lower-left corner to update the Flash File Manager and display the newly selected printer(s).

NOTE: Cloned printers or different folders that link to the same printer do not display. Only the original printer displays.

Upload

Select a printer, and then click **Upload** to upload unprotected files from the printer's flash memory. Progress displays on the status bar at the bottom of the window.

After the files upload, they appear selected in the File List pane. See Figure 69. Click **Save As** to save all the files together as one downloadable file. The file saves with a **.pff** file extension.
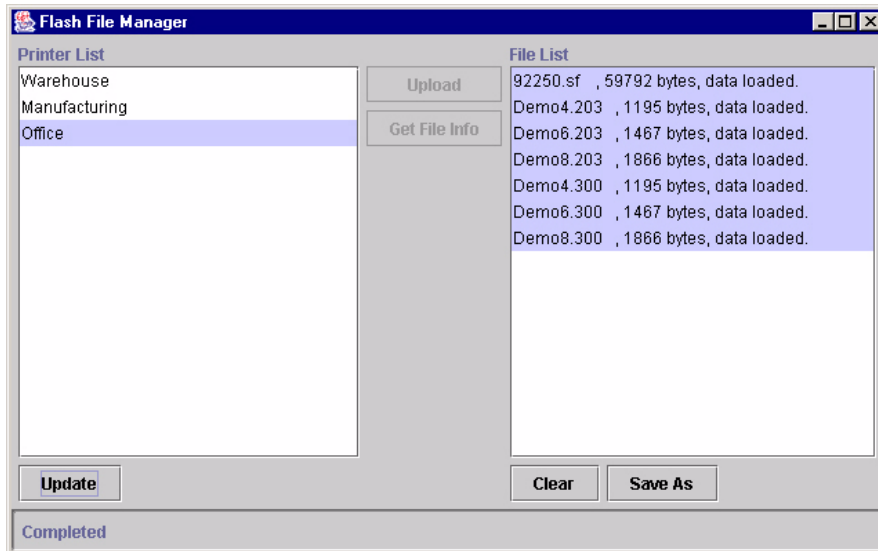

Figure 69. Uploaded Flash Files

Or, you may use the Shift or Ctrl key to select single or multiple files. See Figure 70. This way, only the selected files will save to the **.pff** file when you click **Save As**.
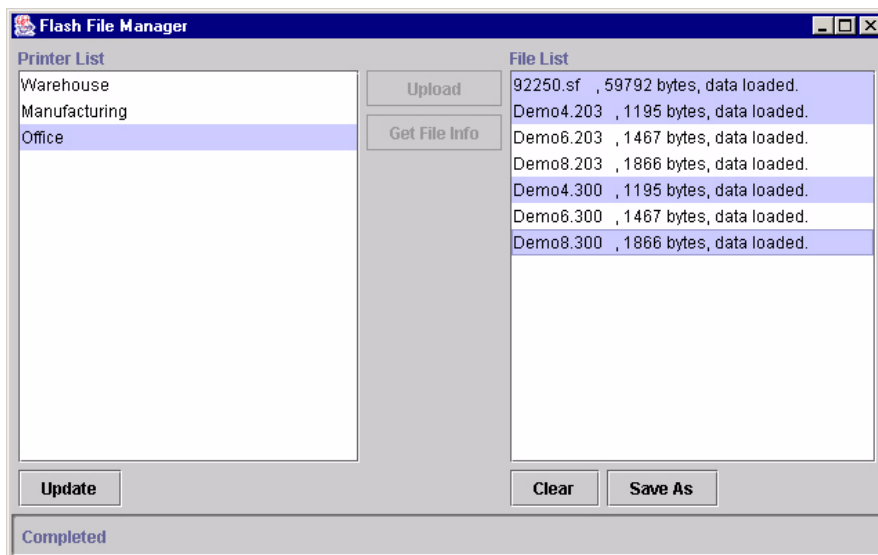
Click **Clear** to clear the file list.

Figure 70. Selecting Multiple Files

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Get File Info

To save time, use the Get File Info button. Select a printer, then click **Get File Info**. Information about the files display more quickly than if you click **Upload**. This is because only information about the files display, and not the files themselves. Notice the message **data not loaded**. See Figure 71.
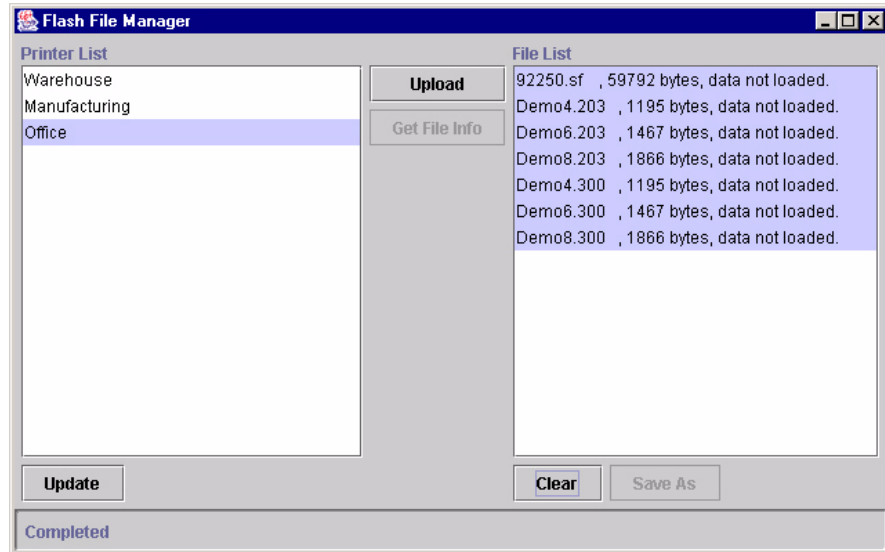

Figure 71. Using Get File Info

Select the files you want to upload, then click **Upload**. Only the selected files upload. See Figure 72. These uploaded files will save to the **.pff** file when you click **Save As**.
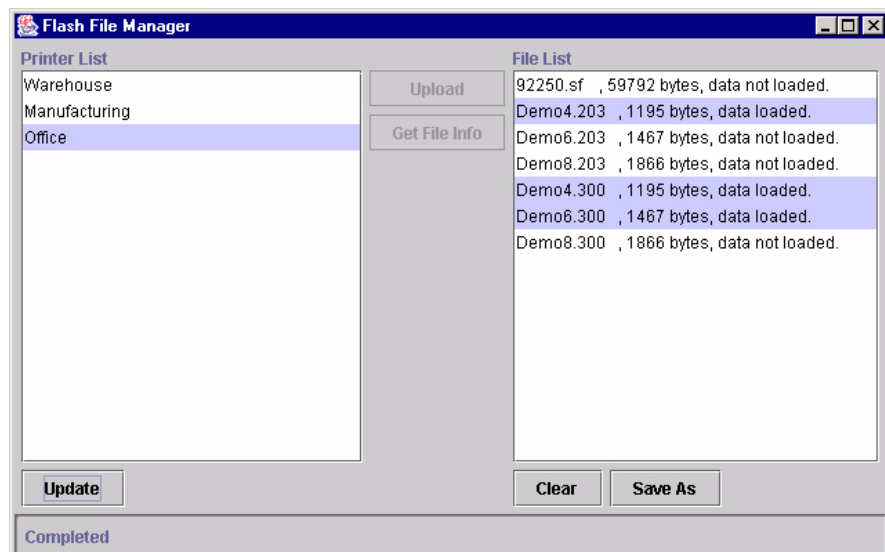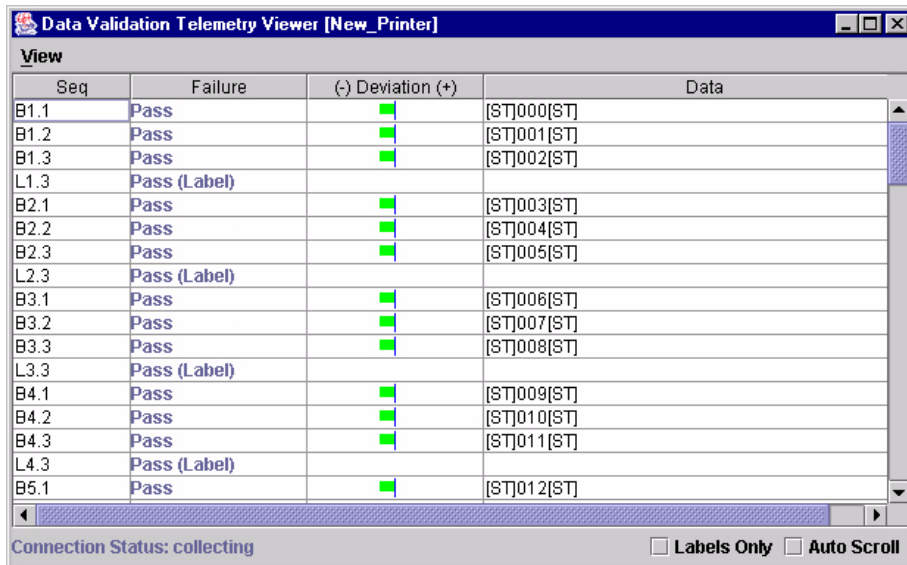

Figure 72. Uploaded Selected Files

Configuration Download/File Download

To download configurations and files using the Printer Database, see page 71.

Data Validation

Figure 73. Data Validation Window

NOTE: To collect telemetry data, the printer's Telemetry Path must be set to **Network Port**. See "Set Telemetry Path (T5000 Series Only)" on page 10.

NOTE: Your screens will contain less data than shown in Figure 73 and Figure 74 if Telemetry Data is not set to **Full Report**. See the *Online Data Validator User's Manual*.

Use the Data Validation application for printers equipped with a bar code validator. Validation data transmits over an ethernet connection to the remote management software, which interprets the data and displays statistical information based on the data received.

NOTE: Data Validation is printer specific, and not all printer models have Data Validation support.

To access the Data Validation application, first select a printer from the Printer Database that has a bar code validator. Then select **Applications ▸ Data Validation** or click the ▦ **Data Validation** button.

Figure 73 shows an example of the Data Validation screen after a print job runs. The printer sends the bar code report to the remote management software.

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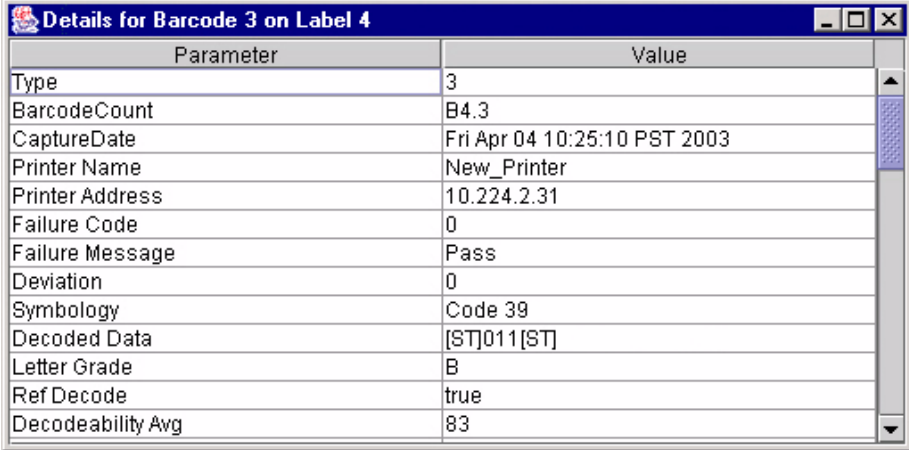
The Failure column indicates if each bar code passes validation standards. If one does not, the reason for the failure appears. The Deviation column gives a graphic representation of the bar code deviation. The Data column indicates the bar code data.

Check the **Labels Only** check box to display label information only (e.g., **L1.3**, **L2.3**, **L3.3**, etc.).

Check the **Auto Scroll** check box to automatically display the current bar codes and labels.

For more information about a bar code or label, double-click it (or click it and select **View ▸ Details of Selected Item**). Figure 74 shows the details for bar code 3 on label 4 from Figure 73.

NOTE: You cannot save validation data to a file.

Details for Barcode 3 on Label 4	
Parameter	Value
Type	3
BarcodeCount	B4.3
CaptureDate	Fri Apr 04 10:25:10 PST 2003
Printer Name	New_Printer
Printer Address	10.224.2.31
Failure Code	0
Failure Message	Pass
Deviation	0
Symbology	Code 39
Decoded Data	[ST]011ST
Letter Grade	B
Ref Decode	true
Decodeability Avg	83

Figure 74. Bar Code Details Window

ODV Quality Wizard
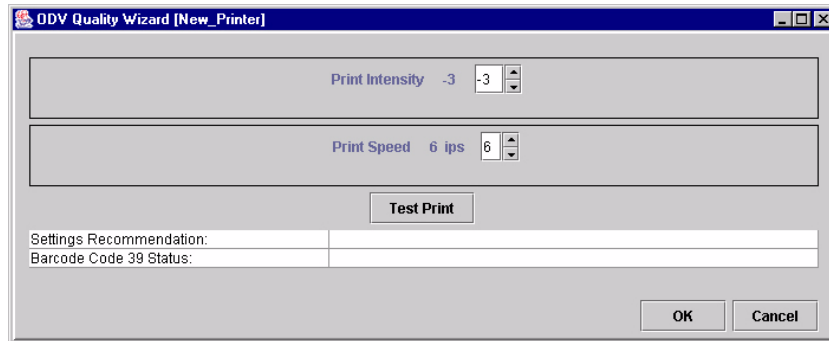
Figure 75. ODV Quality Wizard Window

The ODV (Online Data Validation) Quality Wizard is a function that helps you select the best combination of print speed and print intensity that will produce optimal bar code output. It displays controls that allow you to select a print speed and a print intensity.

Click the **Test Print** button to print and validate a test bar code pattern. Based on the validation results, the ODV Quality Wizard provides setting suggestions to optimize the bar code quality.

IMPORTANT   **Do not follow any suggestions if "Barcode Code 39 Status" does not display "Pass."**

Click **OK** to save these changes in Configuration 1. Configuration 1 then becomes the Power-Up configuration (see page 87). Click **Cancel** to not save the changes.

NOTE: The ODV Quality Wizard is printer specific, and not all printer models have ODV Quality Wizard support. Printers without ODV Quality Wizard support display the error message:
Operation not allowed on this type of printer.

Speed Keys

The Speed Keys are single buttons that allow you to perform a specific operation without having to traverse the printer's front panel menu structure. The Speed Keys assist you in performing repetitive functions associated with printer configuration or maintenance.

To access Speed Keys, select a printer then select **Applications ▸ Speed Keys** or click the ▦ **Speed Keys** button. See Figure 76.

Changes made using Speed Keys are changed in the printer and saved in Configuration 1. Configuration 1 then becomes the Power-Up configuration (see page 87).

NOTE: Speed Keys are printer specific, and not all printer models have Speed Key support. Printers without Speed Key support display the error message:
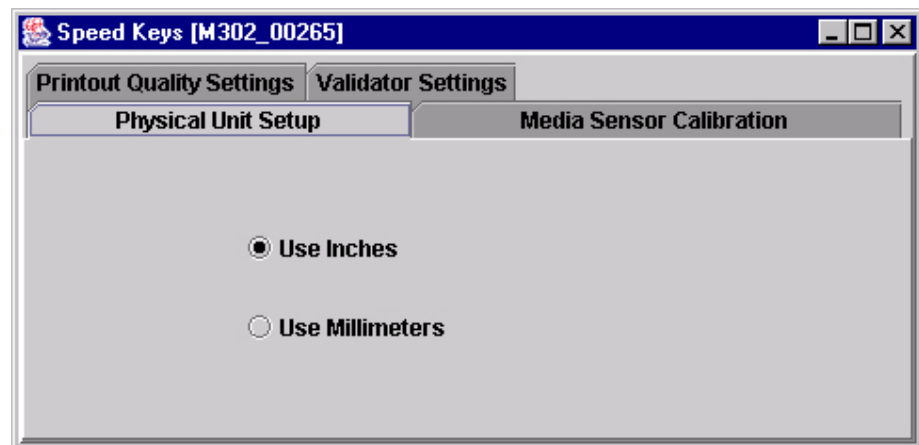**Operation not allowed on this type of printer.**

Figure 76. The Speed Keys Window

The Speed Keys are grouped according to their use:

- Physical Unit Setup

- Media Sensor Calibration

- Printout Quality Settings

- Validator Settings

NOTE: For an explanation of the functions the Speed Keys perform, see the printer's *User's Manual*.

Web Access

You can access your printers using a web browser. You can monitor the status, open an operator panel, check the configurations, access Speed Keys, open the ODV Quality Wizard, and access the printer web page.

NOTE: To access your printer using a web browser, you must enable the Web Server and XML Server services (see page 21). Remember to exit and restart the remote management software to enable the service.

The Remote Management Software Web Site URL Address

Open a web browser. In the URL address field, type `http://`, followed by the host name (computer name, not case-sensitive) or the host IP address of the workstation running the remote management software, followed by a colon (:), and then the port number.

For example:

`http://lab21042:8080`

or:

`http://10.224.5.121:8080`

NOTE: Make sure the port number does not conflict with another port number designated for a different purpose.

Press **Enter**, and the web page for your designated printer appears. See Figure 78.

(To find the host name using Windows, right-click **Network Neighborhood** on your desktop and select **Properties**. The Network dialog box opens, and the computer name appears in the Identification tab. See Figure 77.)
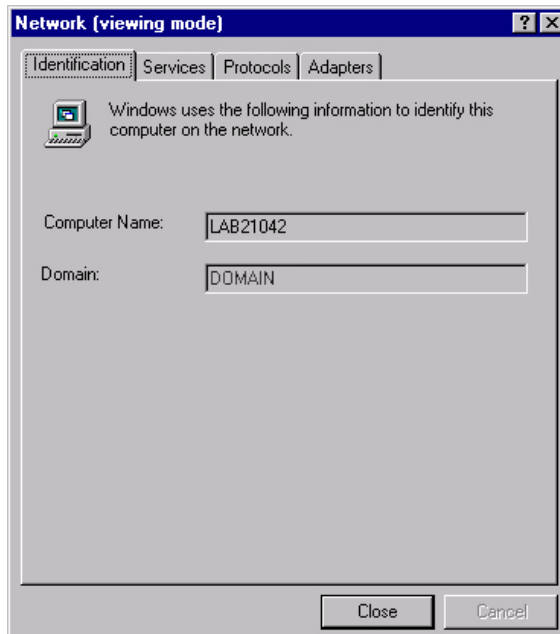
Login To The Remote Management Software Web Site

Figure 78. The Remote Management Software Web Site

By default, three categories of login privileges are available. See Table 2 for a list of categories and their corresponding user names and passwords.

Table 2. User Login Options

Login Category	User name	Password
Standard	standard	standard
Supervisor	super	super
Administrator	admin	admin

Type **admin** for the user name and password, then click **Login**. The Select Desired Page web page appears. See Figure 79.

Figure 79. The Select Desired Page Web Page

Changing The User Password

You can change the default password. Click **Change Password Page**, and the Change Password web page appears. See Figure 80.

Figure 80. The Change Password Web Page

Enter a new password in the New Password and Retype Password fields, then Click **Change Password**. Your password changes and you return to the Select Desired Page web page.

The Printer List Page

Click **Printer List Page**. The Printer List web page appears and lists the same printers found in the database pane. See Figure 81.

Figure 81. The Printer List Web Page

By default, printers are sorted by Status (Errors). You can also sort printers by Status (Warnings), Status (Online), Address (Ascending), and Address (Descending).

In the above example, the thermal printer displays an error because it is offline. Any printer not ready to print displays an error status.

For an explanation of the Printer List Page options, find the option in Table 3 and follow the corresponding reference.

Table 3. Printer List Page Options

Web Page Option	Reference
Configuration	displays the printer's current configuration
Operator Panel	page 79
Speed Keys	page 99
ODV Quality Wizard	page 98
Printer Web Page	opens the NIC Home Page; refer to chapter three of the *Network Interface Card User's Manual*

NOTE: Administrators and Supervisors can access all five options. Standard users can access only Configuration and Printer Web Page.

Changing User Settings, IP Addresses, and IP Address Ranges

The PpmLogin.xml file, located in the remote management software program directory, contains user settings and the included/excluded IP addresses and IP address ranges. See Figure 82.

To modify this file, open it using a text editor.

IMPORTANT **The PpmLogin.xml file should only be modified by expert users. Incorrect entries in this file could render the Web Server service unusable.**

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<!DOCTYPE ppmXML (View Source for full doctype...)>
- <ppmXML>
  - <LoginDatabase>
      <!-- For some user to access the printer information, they need to be
      added by userid.   -->
      <!-- The IP address of their machine also needs to be authorized.   -->
    - <UserDatabase>
        <!-- All the user names, their privilege type (standard, super, admin)
        needs to be added here   -->
        <userid password="standard" privilege="standard">standard</userid>
        <userid password="super" privilege="super">super</userid>
        <userid password="admin" privilege="admin">admin</userid>
      </UserDatabase>
    - <MachineDatabase>
        <!-- Individual address can be included or excluded from accessing the
        printer information.   -->
        <!-- ipAddressIncluded and ipAddressExcluded are used for individual
        addresses.   -->
        <ipAddressIncluded>10.22.1.121</ipAddressIncluded>
        <ipAddressExcluded>100.100.100.100</ipAddressExcluded>
        <!-- Use ipAddressIncludeRange and its start and end attributes to
        define the access range.   -->
        <ipAddressIncludeRange start="00.00.00.00" end="255.255.255.255" />
        <!-- Use ipAddressExcludeRange and its start and end attributes to
        define the invalid access range.   -->
        <ipAddressExcludeRange start="00.00.00.00" end="00.00.00.1" />
      </MachineDatabase>
    </LoginDatabase>
  </ppmXML>
```

Figure 82. The PpmLogin.xml File

User Settings

The user name, password, and privilege category are defined in the <UserDatabase> section of the file.

           Password   Privilege category   User name

```
- <UserDatabase>
    <!--  All the user names, their privilege type (standard, super, admin)
    needs to be added here  -->
    <userid password="standard" privilege="standard">standard</userid>
    <userid password="super" privilege="super">super</userid>
    <userid password="admin" privilege="admin">admin</userid>
  </UserDatabase>
```

Figure 83. User Login Parameters

Password: Defines the password for the designated user name. When you change the password using the Change Password web page, this information updates.

Privilege Category: Defines the privilege for the designated user name. The available options are: standard, super, and admin.

User name: Defines the user name. You can only change the user name by modifying this attribute.

You can add additional users by duplicating the following line in the <UserDatabase> section:

```
<userid password="standard" privilege="standard">
standard</userid>
```

IP Addresses and IP Address Ranges

You can define which IP addresses are available to the remote management software for access. Any IP address not included or defined in the included range will be unavailable to the remote management software. In addition, any IP address excluded or defined in the excluded range will also be unavailable. The included and excluded IP addresses are defined in the <MachineDatabase> section of the file.
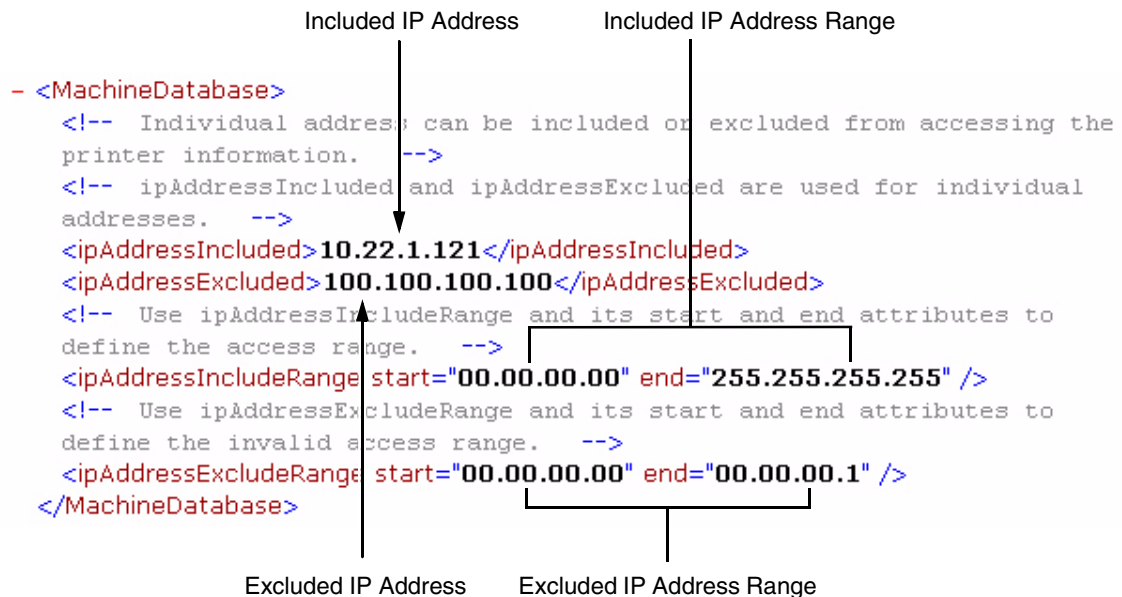
Included IP Address   Included IP Address Range

```
- <MachineDatabase>
    <!-- Individual address can be included or excluded from accessing the
    printer information.  -->
    <!-- ipAddressIncluded and ipAddressExcluded are used for individual
    addresses.  -->
    <ipAddressIncluded>10.22.1.121</ipAddressIncluded>
    <ipAddressExcluded>100.100.100.100</ipAddressExcluded>
    <!-- Use ipAddressIncludeRange and its start and end attributes to
    define the access range.  -->
    <ipAddressIncludeRange start="00.00.00.00" end="255.255.255.255" />
    <!-- Use ipAddressExcludeRange and its start and end attributes to
    define the invalid access range.  -->
    <ipAddressExcludeRange start="00.00.00.00" end="00.00.00.1" />
  </MachineDatabase>
```

Excluded IP Address   Excluded IP Address Range

Figure 84. Include/Exclude IP Address Options

Address Included: Defines which IP address to include.

Address Excluded: Defines which IP address to exclude.

Address Include Range: Defines the range of IP addresses to include.

Address Exclude Range: Defines the range of IP addresses to exclude.

You can add additional included/excluded IP addresses or IP address ranges by duplicating the corresponding lines in the <MachineDatabase> section:

`<ipAddressIncluded>10.22.1.121</ipAddressIncluded>`

`<ipAddressExcluded>100.100.100.100</ipAddressExcluded>`

`<ipAddressIncludeRange start="00.00.00.00" end="255.255.255.255"></ipAddressIncludeRange>`

`<ipAddressExcludeRange start="00.00.00.00" end="00.00.00.1"></ipAddressExcludeRange>`

4 *Software and Print Server Upgrade*

Upgrading Your Software And Print Server

Upgrading your software and print server to the latest authorization level allows you to use some of the important new features of the remote management software. You can still use the remote management software without upgrading your software and print server, but you will not be able to use some new features.

NOTE: When you upgrade your software, you are upgrading the software in both the printer and the NIC. When you upgrade your print server, you are upgrading the authorization level in your NIC.

For an explanation of the new features you can use if you upgrade your software and print server, refer to Table 4.

Table 4. New Features That Require Upgrading

New Feature	Page #
Alert Delivery	page 35
ODV Quality Wizard	page 98
Print Server Configuration	page 53
Speed Keys	page 99
Web Access	page 100

Upgrade Overview

The following is an example of a Printer Database window after the remote management software has polled the status of the printers. See Figure 85.
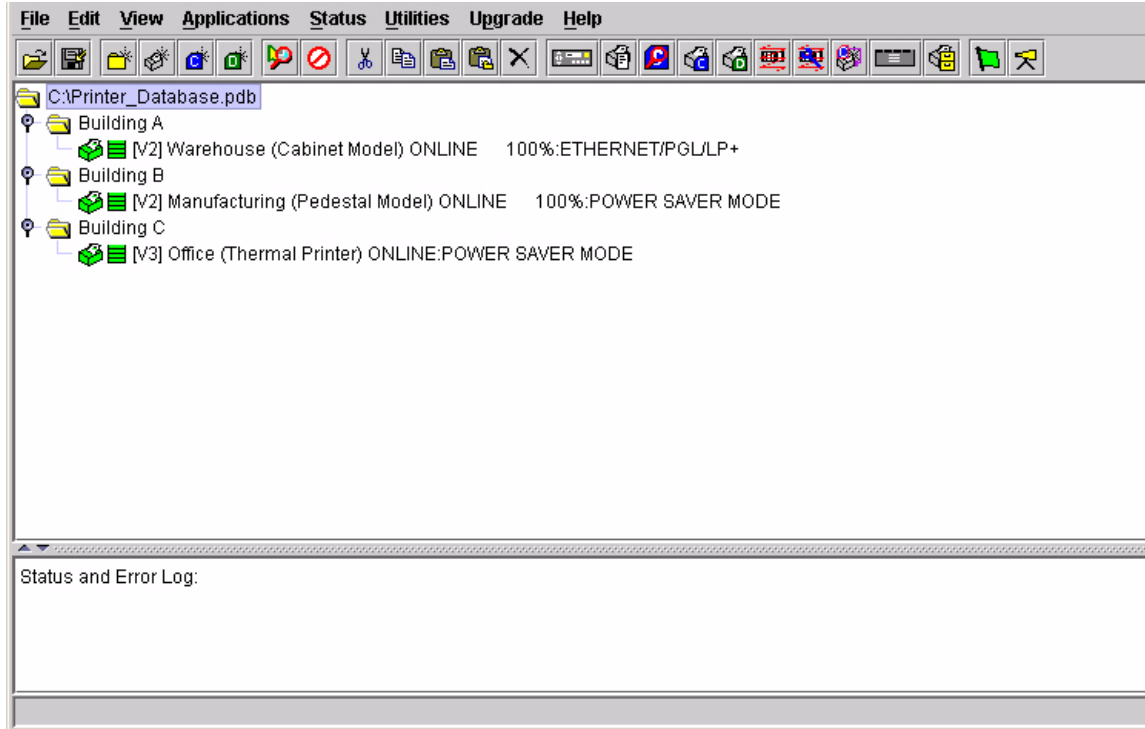

Figure 85. Polled Printers in the Printer Database Window

The V number in brackets to the right of the printer icons represents the print server authorization level. Refer to Table 5 for a description of the different V numbers.

Table 5. V Number And Print Server Authorization Level

V Number	Print Server Authorization Level
3	latest print server authorization level (see page 110)
2	older print server authorization level
?	the remote management software cannot determine the authorization level, or the printer is turned off

NOTE: If your printer V number version is not 3, then you need to upgrade your software and print server to use the latest features.
If your version is 3, you still may need to upgrade the software.
To determine whether or not you need an upgrade, you must run the Upgrade Wizard (see page 109).

Upgrade Wizard

The Upgrade Wizard is a utility that identifies printers requiring upgrades. It assists in the upgrade process so that you can take advantage of the full capabilities of the remote management software.

When you launch the Upgrade Wizard, a list of printers (under a selected folder in the Printer Database window) that require upgrading displays. See Figure 86.
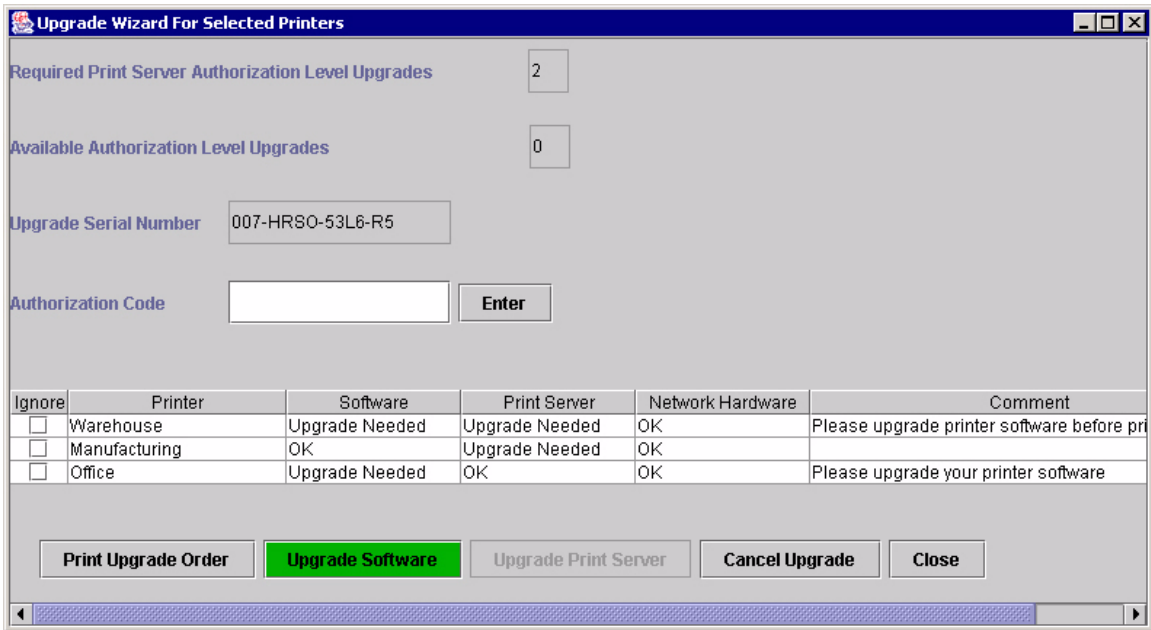

Figure 86. The Upgrade Wizard

In the above example, three printers display with different upgrade requirements. See Table 6 for a description of the upgrade requirements.

Table 6. Printers And Upgrade Requirements

Printer	Upgrade Required
Warehouse	Software and Print Server
Manufacturing	Print Server only
Office	Software only

IMPORTANT **If your printer is not attached to the host system via a 10/100Base-T NIC, then "Upgrade Needed" will display in the Network Hardware upgrade field. DO NOT attempt to upgrade the software and print server unless the Network Hardware field displays "OK." See your dealer to upgrade your NIC to 10/100Base-T.**

For the remainder of this chapter, only the Warehouse printer (a printer requiring both the software and printer server upgrades) will be discussed.

Authorization Level Upgrade

To upgrade your print server to the latest authorization level, you must obtain an authorization code.

Notice that the Required Print Server Authorization Level Upgrades field displays 1, and the Available Authorization Level Upgrades field displays 0. To upgrade the print server, you must obtain an authorization code to increase the Available Authorization Level Upgrades field to 1 or greater.

To obtain an authorization code, you must submit your upgrade serial number to your dealer. Your upgrade serial number is located in the Upgrade Serial Number field. See Figure 87.

Number of print server upgrades needed

Upgrade serial number   Number of print server upgrades available

Print Upgrade Order
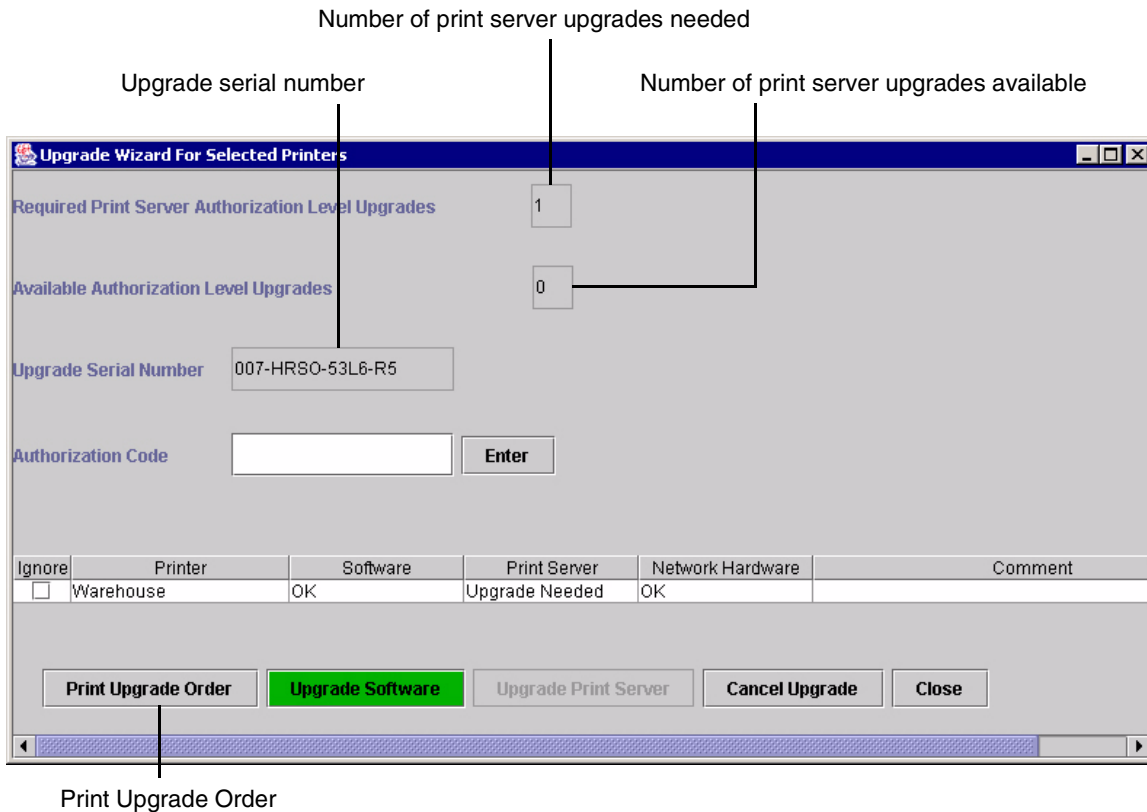
Figure 87. Upgrade Serial Number

NOTE: This information can be saved as a text file using the Upgrade Wizard. See step 4 in the tutorial on page 112.
Or, click the **Print Upgrade Order** button to print a copy of your authorization code request. See page 111.

Authorization Code Request

E-mail, fax, or send your authorization code request to your dealer, and provide the following information:

- Description

- Upgrade Serial Number

- Number of Printers to Upgrade

- Date of Request

See Figure 88.

```
Description:                          NIC and Management Software upgrade
Upgrade Serial Number:                123-ABCD-1234-AB
Number of Printers to Upgrade:        1
Date of Request:                      Oct 19, 2001
```

Figure 88. Authorization Code Request

Your dealer will process your request and provide you with an authorization code.

NOTE: The upgrade can only be performed on the same system that generated the upgrade serial number.

Software and Print Server Upgrade Tutorial

This tutorial shows step-by-step instructions on how to upgrade the software and print server for the Warehouse printer.

Upgrade Your Software

NOTE: Make sure you have your printer software CD.
If you do not have a printer software CD, contact your dealer.
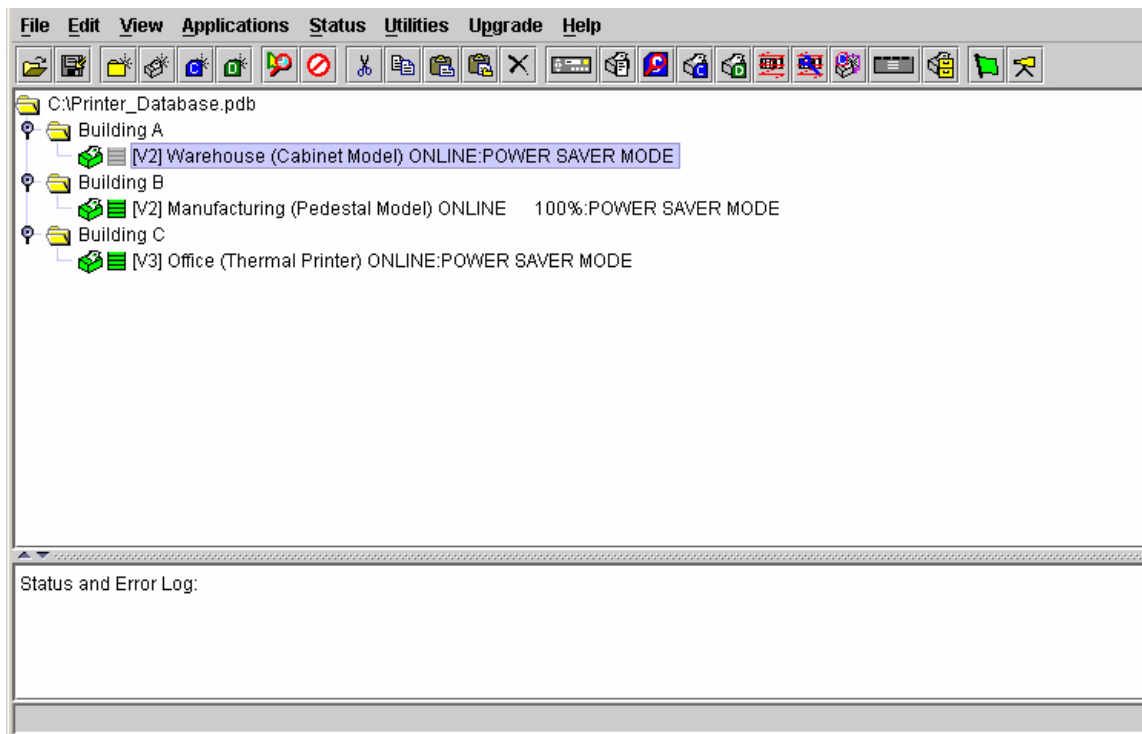
Figure 89. Selecting the Warehouse Printer

1.   Select the **Warehouse** printer. See Figure 89.

2.   Select **Upgrade ▸ Upgrade Wizard**. The Printer Status Needs Updating dialog box opens.

3.   Click **OK**. If this is the first time you are performing an upgrade check on this printer, the Upgrade Serial Number dialog box opens.

4.   Click **Save** to save your serial number information as a text file. You can send this file to your dealer to obtain an authorization code for the print server upgrade.

5.   Navigate to a location where you want to save your file.

6.   In the File name field, type a name for your file, or use the default provided.

7.   Click **Save**.

NOTE: Your file is now ready to be sent to your dealer. See "Authorization Level Upgrade" on page 110.

Figure 90. Upgrades Required for the Warehouse Printer

The Upgrade Wizard for Selected Printers utility opens. The Warehouse printer is identified as requiring both the software and print server upgrades. See Figure 90.

8. Click **Upgrade Software**. The Select 'sw_index.txt' file from CD dialog box opens.

9. Insert the corresponding printer software CD into your computer (use the line matrix printer software CD for line matrix printers, the thermal printer software CD for thermal printers, etc.).

10. Click **Browse**.

113
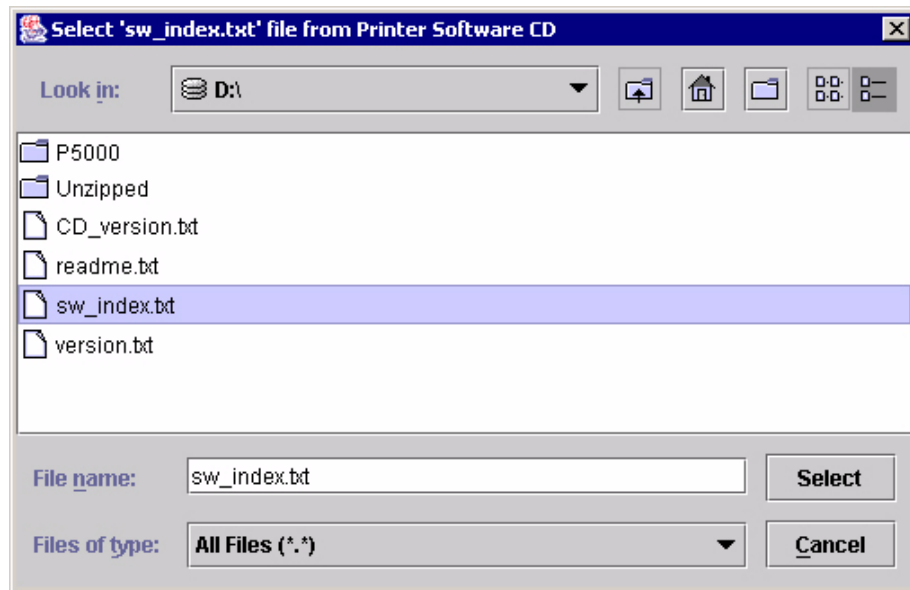
Figure 91. Selecting the 'sw_index.txt' File

11. Click the **Look in** drop down menu.

12. Navigate to your CD drive.

13. Click the **sw_index.txt** file. The file highlights and the file name appears in the File name field. See Figure 91.

14. Click **Select**. The file name appears in the Select 'sw_index.txt' file from CD dialog box.

15. Click **OK**.

NOTE: If you return to the Upgrade Wizard for Selected Printers window, and **Emulation Unknown** is listed in the Software column, then the Upgrade Wizard did not find software for your printer on the CD. (See Figure 92). Make sure you have the correct CD for your printer (line matrix printers require the line matrix printer software CD, thermal printers require the thermal printer software CD, etc.), and return to step 9 on page 113.

If the message persists using the correct CD, contact your dealer.
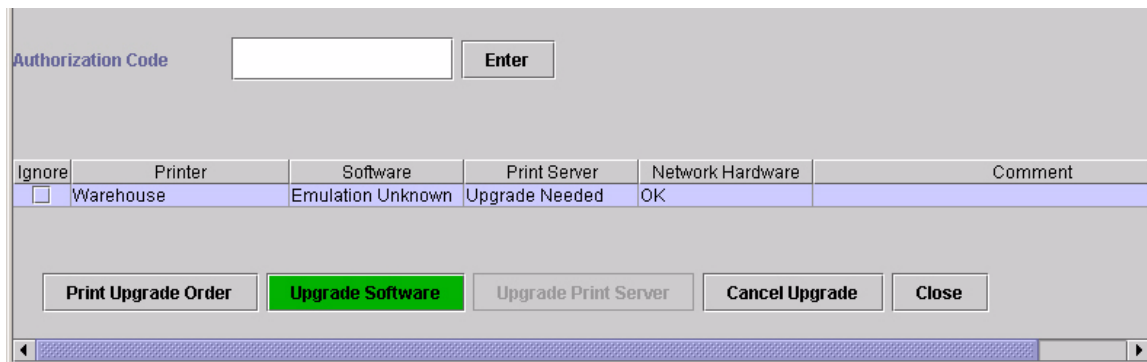
Figure 92. Emulation Unknown Message
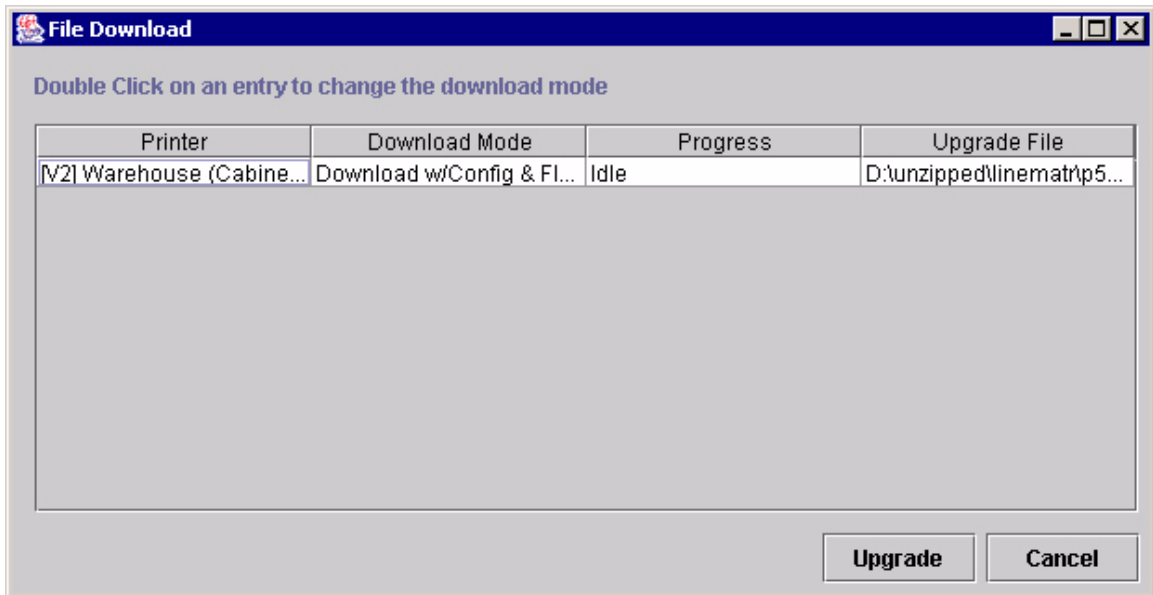
Figure 93. File Download

The File Download window opens. See Figure 93.

16. Click **Upgrade**. The printer begins to upgrade. The Progress field updates as the software upgrades.

NOTE: The upgrade may take several minutes.

IMPORTANT   **DO NOT click Cancel during the upgrade before the Progress field displays "Done," otherwise the printer will be left in an unstable state.**

Once the upgrade is complete, **Done** displays in the Progress field.

17. Click **Cancel**. The Printer Status Needs Updating dialog box opens.

Figure 94. Upgraded Software

18. Click **OK**. You return to the Upgrade Wizard for Selected Printers window. **OK** now displays in the Software field. See Figure 94.

Your software is now upgraded.

Upgrade Your Print Server

NOTE: Make sure you have your authorization code. See page 110.

1. If the Upgrade Wizard is not open, select **Upgrade ▸ Upgrade Wizard**.

2. Type your authorization code in the Authorization Code field. See Figure 95.

Figure 95. Authorization Code Field

IMPORTANT **If you want to cancel the upgrade, you must click Cancel Upgrade before you click Enter. See "Cancel Your Print Server Upgrade" on page 120.**

Figure 96. Print Server Available for Upgrade

IMPORTANT   **Once you click Enter in the next step, you CANNOT cancel your print server upgrade. See "Cancel Your Print Server Upgrade" on page 120.**

3.   Click **Enter**. The Upgrade Print Server button turns green and activates, and the Available Authorization Level Upgrades field increases to 1. See Figure 96.

NOTE: The Available Authorization Level Upgrades field will increase to the number of print server upgrades you have purchased.

4.   Click **Upgrade Print Server**.

Figure 97. A Completed Print Server Upgrade

The Comment field updates as the print server upgrades. When the upgrade is complete, the Comment field displays **Upgrade completed**, and the Print Server field displays **OK**. See Figure 97.

5. Click **Close**.

Your print server is now upgraded.

NOTE: For additional software and print server upgrades, you can simply click **Upgrade Print Server** to upgrade both the software and print server using one button.

Cancel Your Print Server Upgrade

IMPORTANT   **If you have already entered your authorization code and clicked Enter in the Upgrade Wizard, you CANNOT cancel your print server upgrade.**

Once you receive your authorization code, you can still cancel your print server upgrade. To cancel your print server upgrade:

1. Launch the remote management software.

2. Select **Upgrade ▸ Upgrade Wizard**.

3. Click **Cancel Upgrade**. The Cancel Upgrade dialog box opens. See Figure 98.
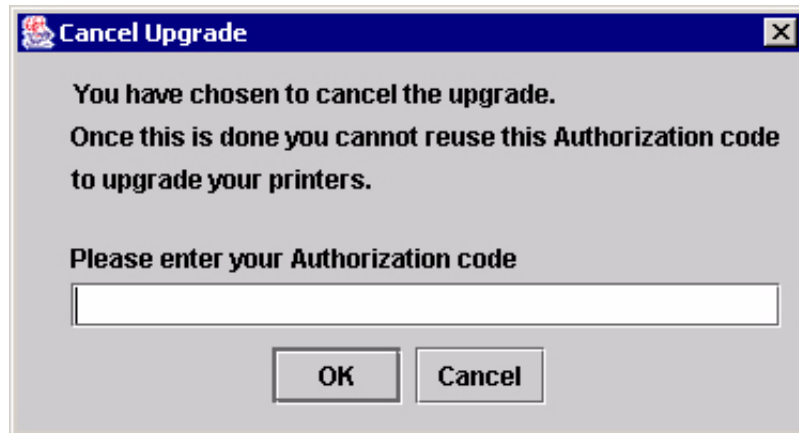
Figure 98. The Cancel Upgrade Dialog Box

4. Type your authorization code you received from your dealer.

5. Click **OK**. The Save Cancellation Code dialog box opens.

6. Click **OK**. The Save dialog box opens. Your cancellation information will save as a text file. You can send this file to your dealer for a refund.

7. Navigate to a location where you want to save your file.

8. In the File name field, type a name for your file.

9. Click **Save**. The Confirmation Code dialog box opens.

NOTE: Your file is now ready to be sent to your dealer. See "Refund Request" on page 121.

10. Click **OK**. You return to the Upgrade Wizard For Selected Printers.

11. Click **Close**.

Refund Request

To receive your refund, e-mail, fax, or send your request to your dealer, and provide the following information:

- Description
- Upgrade Serial Number
- Cancellation Confirmation Number
- Date of Cancellation

See Figure 99.

```
Description:                        NIC and Management Software upgrade
Upgrade Serial Number:              123-ABCD-1234-AB
Cancellation Confirmation Number:   1234-ABCQ-12345-ABCD
Date of Cancellation:               Oct 19, 2001
```

Figure 99. Refund Request

NOTE: This information can be saved as a text file using the Upgrade Wizard. See step 4 on page 112.

If you decide to upgrade in the future, you must obtain a new authorization code using a new upgrade serial number. See "Authorization Level Upgrade" on page 110. Then, when you have the new authorization code, see "Upgrade Your Print Server" on page 117.

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