Dell Printer Management Pack Version 6.0 for Microsoft System Center Operations Manager Installation Guide

Notes, Cautions, and Warnings

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

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

Contents

Overview

This guide provides information to install, configure, and use the Dell Printer Management Pack version 6.0.

The integration of Dell Printer Management Pack version 6.0 with Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager, and Microsoft System Center Operations Manager 2007 R2 environment allows you to manage, monitor, and ensure the availability of your Dell printers.

> ⚠ **CAUTION: To avoid data corruption, data loss, or both; perform the procedures in this document only if you have proper knowledge and experience in using Microsoft Windows operating system and Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager, and Microsoft System Center Operations Manager 2007 R2.**

The Installation Guide, and Release Notes files are packaged in a self-extracting executable **Dell_Printer_Management_Pack_v6.0_Axx.exe** (where xx is the Dell Printer Management Pack version 6.0 release number) file. You can download the executable file from **dell.com/support**.

Read the management pack's release notes, containing the latest information about software and management server requirements, in addition to information about known issues. The release notes is also posted to the Systems Management documentation page at **dell.com/support/home**.

Terms used in this document

The following term is used throughout this document. Ensure to substitute the actual term wherever appropriate.

OpsMgr — This term refers to Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager, and Microsoft System Center Operations Manager 2007 R2, unless otherwise specified.

Prerequisites

Following are the prerequisites for the Dell Printer Management Pack:

Management system requirements

To install the Dell Printer Management Pack on a management server, ensure that you have the following available:

- OpsMgr 2012 R2, OpsMgr 2012 SP1, OpsMgr 2012, or OpsMgr 2007 R2.
- Administrator access on the management server to install and import the Dell Printer Management Pack.
- Simple Network Management Protocol (SNMP) access to monitor Dell Printers.

Contents of Dell Printer Management Pack

The Dell Printer Management Pack is packaged in the self extracting executable
Dell_Printer_Management_Pack_v6.0_Axx.exe file that contains:

- **Dell.Connections.HardwareLibrary.mp** — Base Folder Utility
- **Dell.NetworkDevice.Printer.mp** — Dell Printer Management Pack for OpsMgr 2007 R2
- **Dell.Printer.OM12.mp** — Dell Printer Management Pack for OpsMgr 2012
- **DellMPv60_Printer_IG.pdf** — Installation Guide
- **DellMPv6.0_Printer_Readme.txt** — Release Notes file

Installing Dell Printer Management Pack

To install the Dell Printer Management Pack, perform the following steps:

1. Download and extract the self extracting executable file from **dell.com/support.**
2. Import the management pack in OpsMgr console.
   For more information, see Importing Dell Printer Management Pack.
3. Perform post import tasks.
   For more information, see Post import tasks.

Importing Dell Printer Management Pack

To import Dell Printer Management Pack:

1. To extract the Dell Printer Management Packs or utilities, run the
   Dell_Printer_Management_Pack_v6.0_Axx.exe file.
   The default location is **C:\Dell Management Packs\Printer Management Pack\6.0.**
2. Launch the OpsMgr console.
3. Click **Administration**.
4. Expand the **Administration** tree, and right-click **Management Packs**.
5. Click **Import Management Packs**
6. Click **Add** and select **Add from disk.**
7. Type or browse to the location where you extracted the management packs.
8. Select **Dell Printer** (Dell.Printer.OM12.mp for OpsMgr 2012, and Dell.NetworkDevice.Printer.mp for
   OpsMgr 2007 R2), and **Base Folder Utility 4.0** (Dell.Connections.HardwareLibrary.mp) and then click
   Open.
   The **Import Management Packs** screen is displayed with the selected management packs or utilities
   in the **Import List.**
9. Click **Install** to import the management pack.
10. After importing the management pack, click **Close**.

Post import tasks

After you import the Dell Printer Management Pack, perform the following tasks to ensure that the Dell
printers are discovered and monitored from the OpsMgr console.

1. Discover the Dell Printers as Network Devices using the OpsMgr Discovery wizard. For more
   information on using the Discovery wizard, see the OpsMgr online help at **technet.microsoft.com.**

2. Click **Monitoring** → **Dell** and ensure that the following is displayed:
   - **Printer (OM07) Alerts** or **Printer (OM12) Alerts** under **Alerts Views**
   - **Printer (OM07) Diagram** or **Printer (OM12) Diagram** under **Diagram Views**
   - **Printer (OM07) State** or **Printer (OM12) State** under **State Views**

Upgrading from previous Management Packs

Upgrading from Dell Printer Management Pack version 5.0

You can upgrade from the Dell Printer Management Pack version 5.0 by importing version 6.0 management pack. To import the Dell Printer Management Pack version 6.0, see Importing Dell Printer Management Pack.

> **NOTE:** When you upgrade from version 5.0 to version 6.0, the devices that displayed a critical or warning state before upgrading, will display a normal state after upgrading, even though they are still in critical or warning state. The devices display the correct health status only in the subsequent monitoring cycle.

> **NOTE:** After you upgrade the management pack to version 6.0, you may see some of the components in **Diagram Views** still displaying default or erroneous icons. To see the new icons, restart OpsMgr with the **/clearcache** option.

Upgrading from version 4.0 and prior versions

Upgrade from Dell Printer Management Pack version 4.0 and earlier versions to version 6.0 are not supported.

Deleting the Management Packs

> ⚠ **CAUTION: Deleting any of the management packs may affect the scope of some user roles.**

> **NOTE:** Ensure that you delete the Dell Printer Management Pack before deleting the **Dell Base Hardware Library**. The management pack has a dependency on the **Dell Base Hardware Library.**

To delete management packs or utilities:

1. Launch the OpsMgr console.
2. Click **Administration.**
3. Expand **Administration** and click **Management Packs**.
4. Select the **Dell Printer** (Dell.Printer.OM12.mp for OpsMgr 2012 and Dell.NetworkDevice.Printer.mp for OpsMgr 2007 R2) from the **Management Packs** pane.
5. Right-click **Dell Printer** (Dell.Printer.OM12.mp for OpsMgr 2012 and Dell.NetworkDevice.Printer.mp for OpsMgr 2007 R2) and click **Delete**.
6. Right-click **Dell Base Hardware Library** and click **Delete**.

   After deleting a management pack or utility, it is recommended that you relaunch the OpsMgr console.

Security considerations

The **Operations Console** access privileges are handled internally by OpsMgr. This can be set up using the **User Roles** option under **Administration** → **Security** feature in the OpsMgr console. The profile of your role determines what actions you can perform.

For more information on security considerations, see the documentation for Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager, or Microsoft System Center Operations Manager 2007 R2 at **technet.microsoft.com**.