PagePack™ Assistant 3.7
User Guide

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Introduction

PagePack™ Assistant (PPA) provides a cost-per-page printing solution to help manage your organization's printing expenses while still allowing you to work with an industry name you know and trust. Now you can manage your comprehensive printing expenses on a monthly basis.

Hardware and Software Requirements

Before you can start using the client software, you must ensure that the following requirements are met:

Operating System: (32- and 64-bit)

- Windows® XP with Service Pack 3
- Windows Server® 2003 with Service Pack 2
- Windows Server® 2008 and 2008 R2
- Windows® 7 Professional, Enterprise, and Ultimate
- Windows Vista® Service Pack 1 Ultimate, Business, and Enterprise

Memory

- 512 MB RAM (1GB Recommended) for Windows® XP and Windows Server® 2003
- 1GB RAM (1.5 GB Recommended) for Windows Vista®, Windows® 7, and Windows Server® 2008 and 2008 R2

Processor: 1.7 GHz processor or better

Hard Disk: Minimum free space is approximately 380 MB, where 280 MB of that is for the Microsoft®.NET 3.5 framework software, if not previously installed.

Minimum Resolution: 1024x768

Permissions: You must install the application software on the client computer using the administrative account or an account with administrative privileges.

Internet connection: Required

Notes:

1. We recommend that you update your host computers with the latest critical patches and service releases from Microsoft Corporation.
2. The Network Transmission Control Protocol/Internet Protocol (TCP/IP) must be loaded and operational.
3. Requires SNMP-enabled devices and the ability to route SNMP over the network. It is not required to enable SNMP on the computer where PPA will be installed or any other network computers.
4. You must install Microsoft®.NET 3.5 before you install the application.
5. The application should not be installed on a PC where other SNMP-based applications or other Xerox printer management tools are installed, since they may interfere with each others' operation.

Unsupported Configurations

- Installation of the application on a domain controller
- Installation of the application on a computer with another Xerox device management application, such as Xerox Device Manager (XDM).
- Any version of Macintosh® operating system, UNIX® operating systems, Linux® operating systems, Windows NT® 4.0, Windows Media® Center, and Windows® 2000
- This application has only been tested on VMware® Lab Manager/workstation environment; other virtual environments are not supported.

Database Requirements

The application installs SQL Server® 2005 Compact Edition (SQL CE) database engine and database files that store printer data and application settings within the installation directory. No database licensing is necessary for the application.

New Installation

Once you receive your installation materials, you can install the software. In this section, you will learn how to:

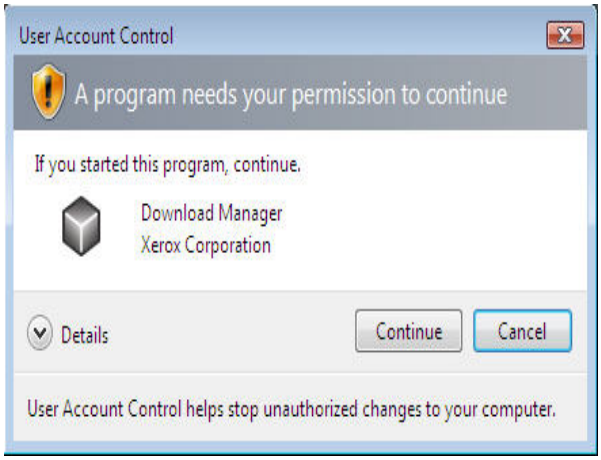
- install the software
- change the destination folder location of the application

The documentation will lead you through each screen in the new installation process:

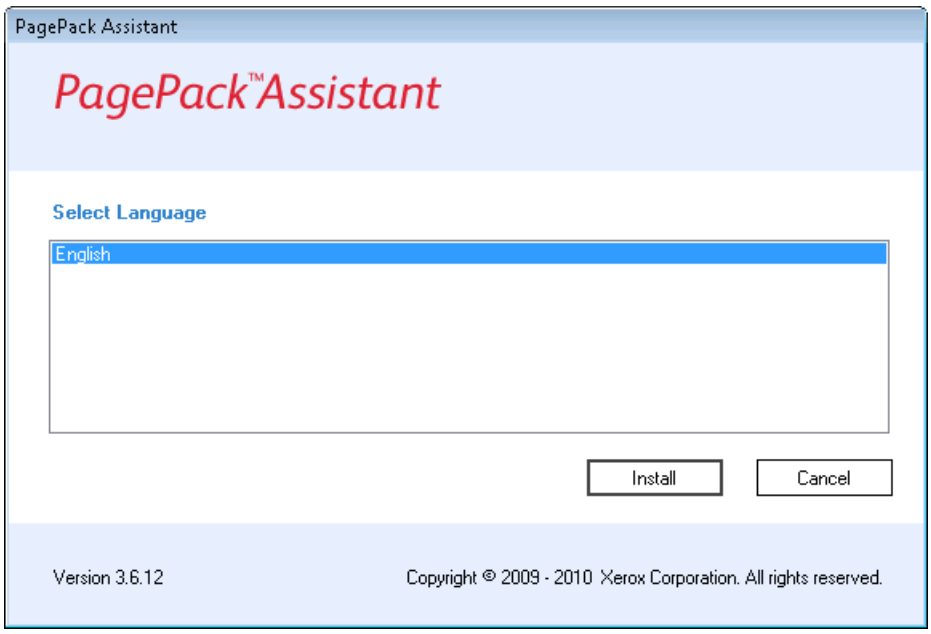
- Download Manager Screens
- Welcome Screen
- License Agreement Screen
- Choose Destination Location Screen
- Ready to Install the Program Screen
- Setup Status Screen
- Install Completed Screen

Download Manager Screens

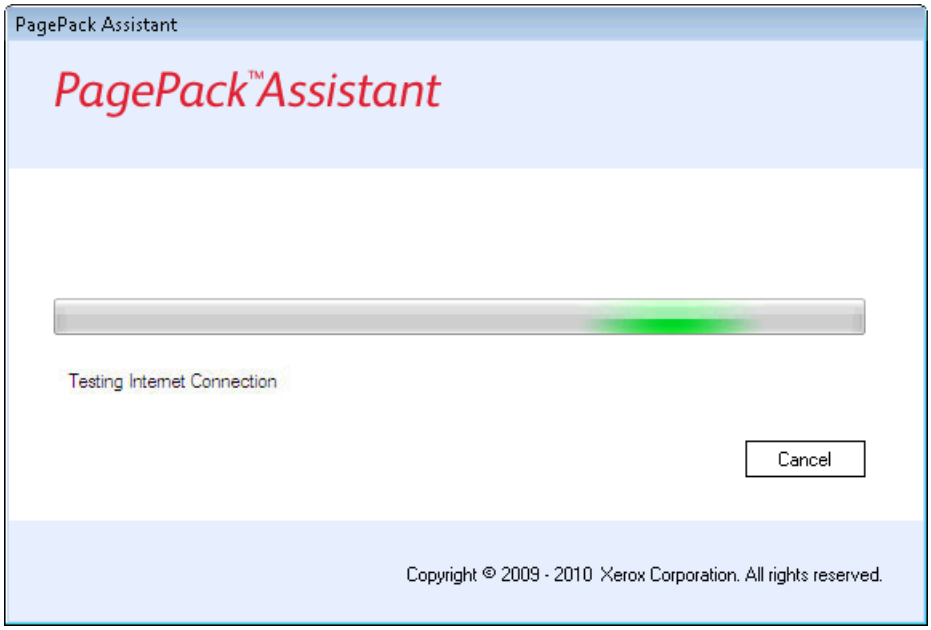
Double-click the **installation file.** Depending on your operating system and your User Account Control settings, you may be prompted to continue running the application. Click **Continue**.



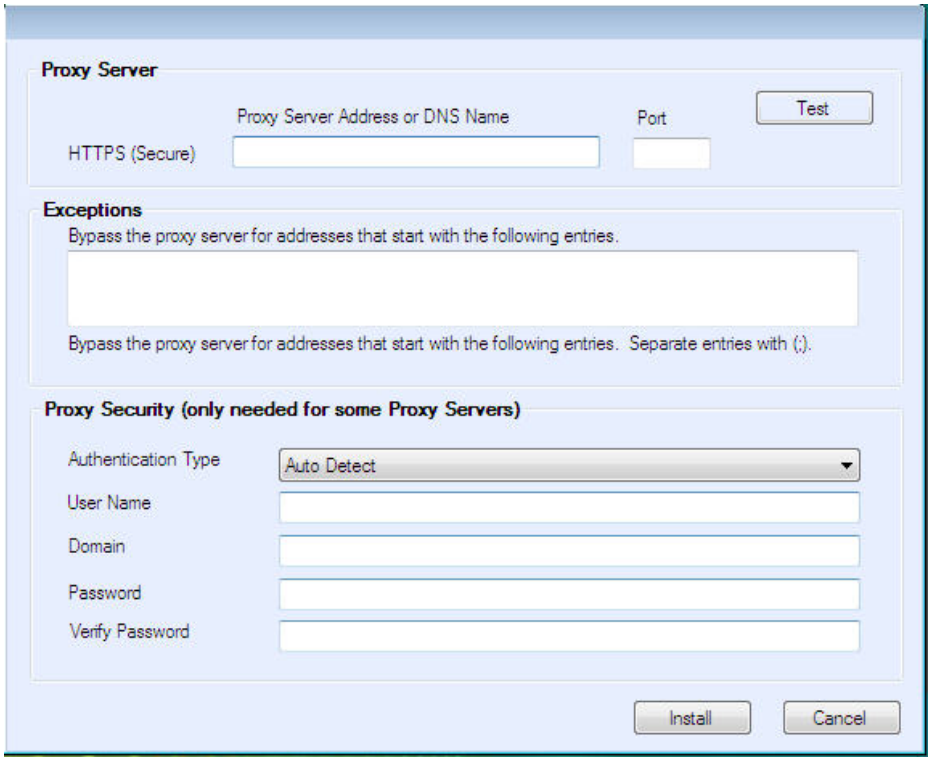
The Download Manager utility opens, providing you with an option to download and install PagePack™ Assistant (PPA). Click **Install**.



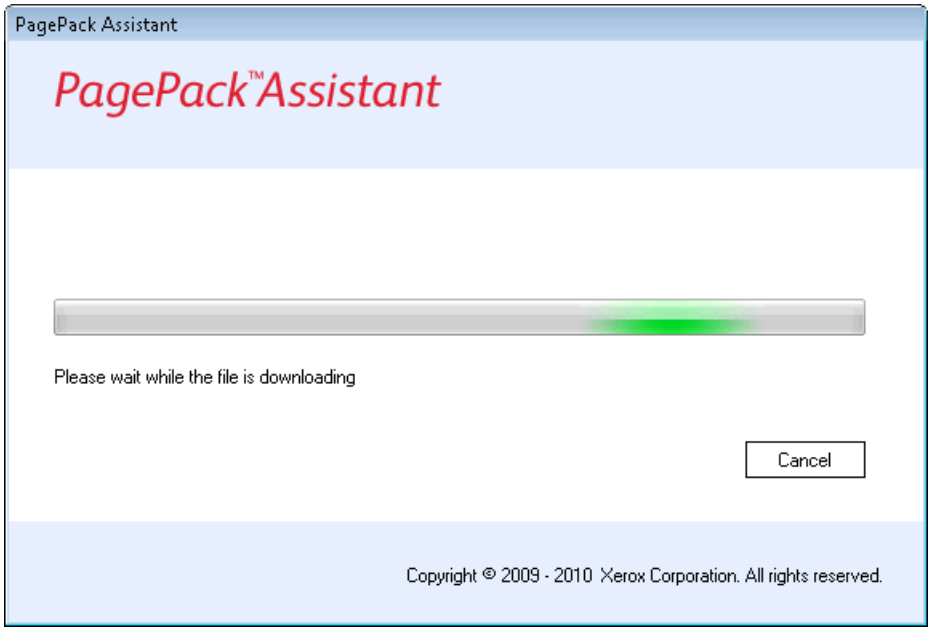
The next screen of the PPA Download Manager opens. In this step, the Download Manager verifies that communication with the Internet is possible using the existing Internet Explorer settings.



If communication with the Internet is not possible, the PPA Download Manager will prompt you to enter Proxy Server settings in order to download the PPA installer from the auto update server. Enter the appropriate Proxy Server settings and click **Test** to verify the connection, Click **Install** to begin the download.

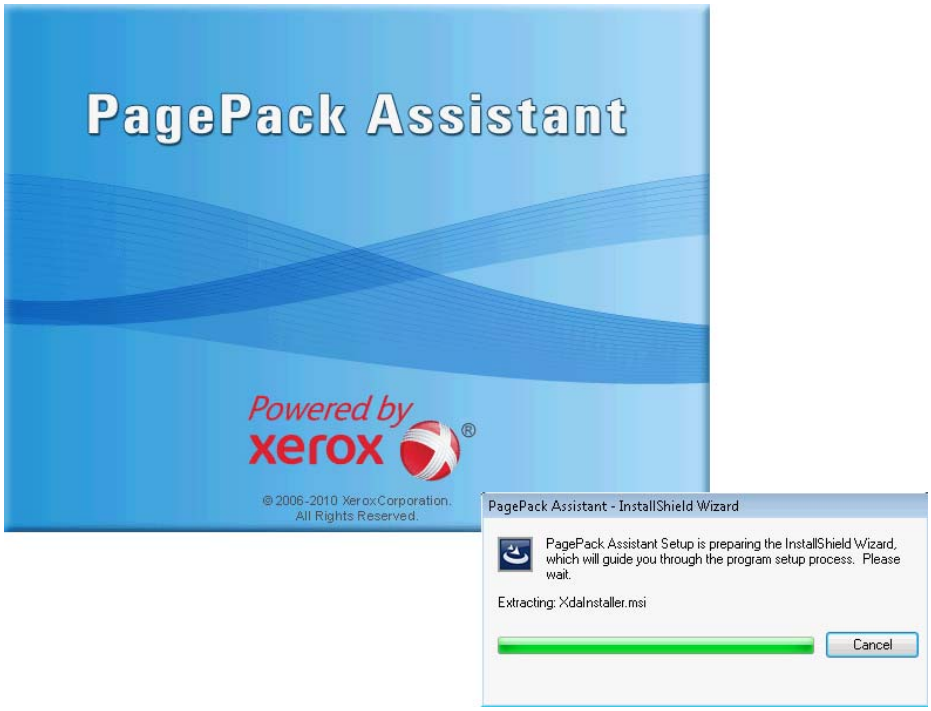


The PPA Download Manager will display a progress screen.



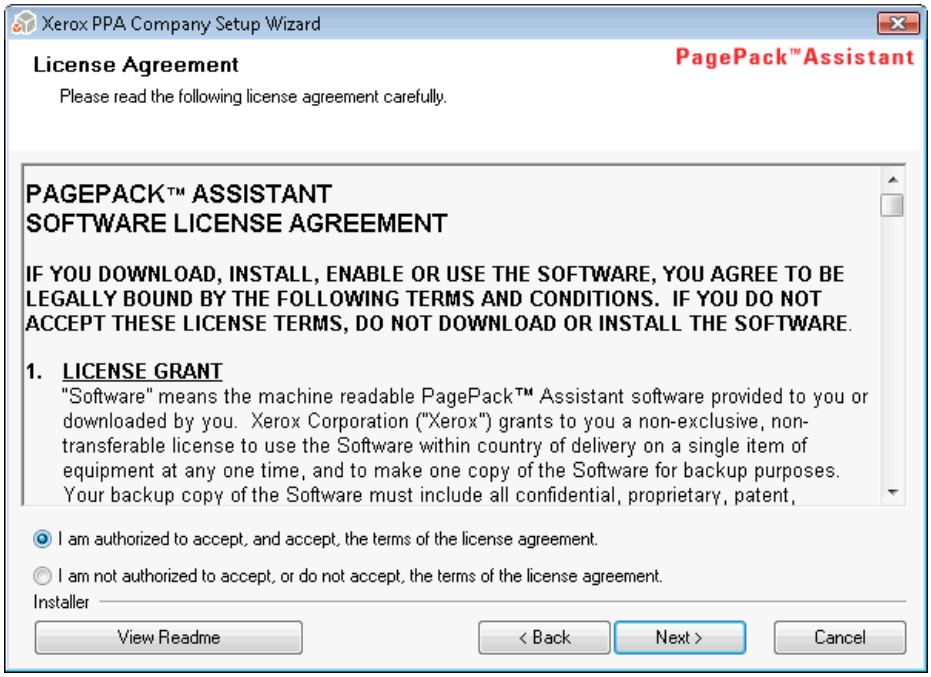
Welcome Screen

When the download completes, the Download Manager closes and the PagePack Assistant Installer opens. To continue the installation process, at the Welcome screen, click **Next**.



License Agreement Screen

The License Agreement screen opens, allowing you to accept or reject this agreement.

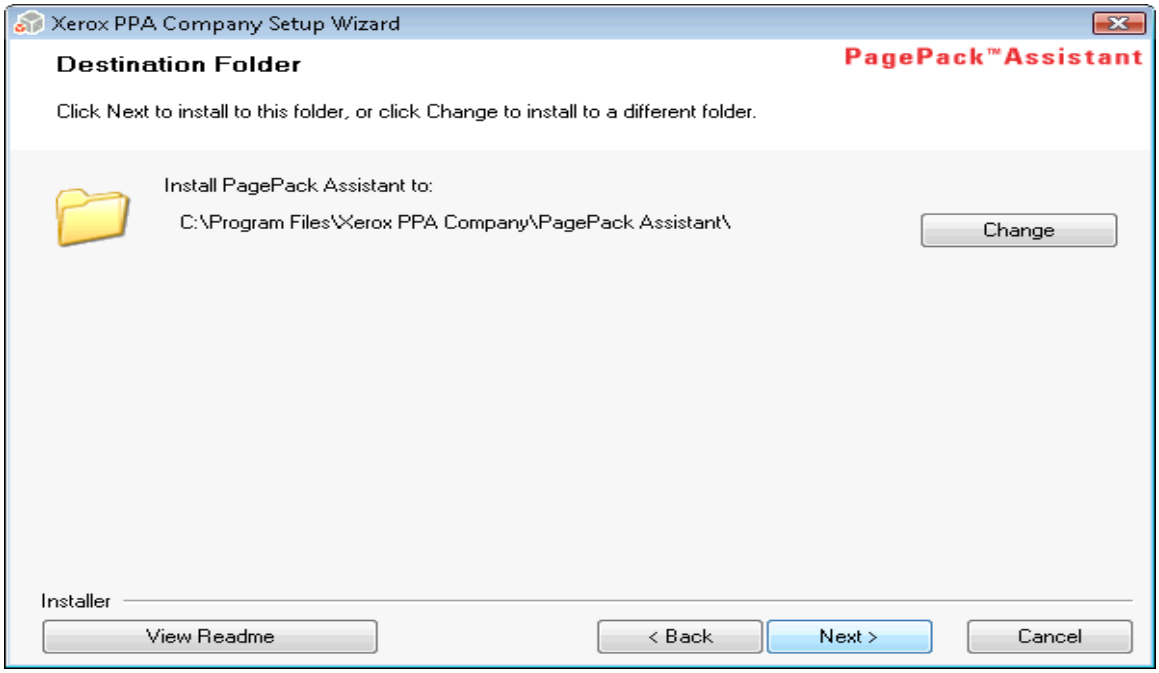


- To continue the installation, you must select the **I am authorized to accept and accept, the terms of the license agreement** radio button, and click **Next**.
- To cancel the installation on this screen, click **Cancel**.

- To return to the previous screen, click **Back**.

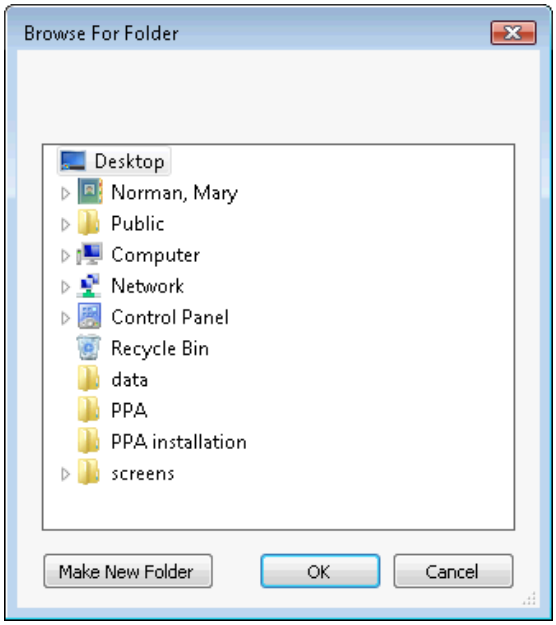
Choose Destination Location Screen

The Choose Destination Location screen opens, allowing to you accept or change the default folder location.



- To accept the default location for the Destination folder, click **Next** (Recommended).
- To change the default location, click **Change**.

a. The Choose Folder dialog box opens.



b. Navigate to and select the desired folder. Click **OK**. The dialog box will close.

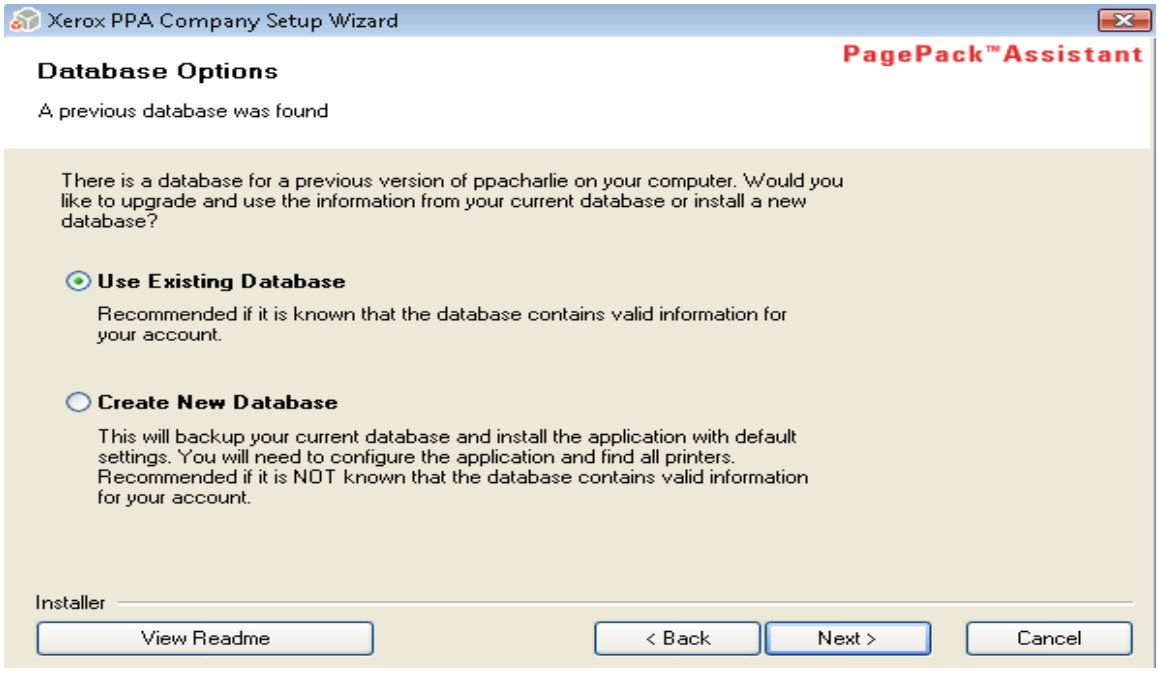
Note: You cannot install your application in the root directory.

c. You are now back at the Choose Destination Location screen. Click **Next**.

Database Options

If you are upgrading from a previous version of the application or you had a previous version of the application installed and you did not remove the database when uninstalling, you will see the Database Options screen.

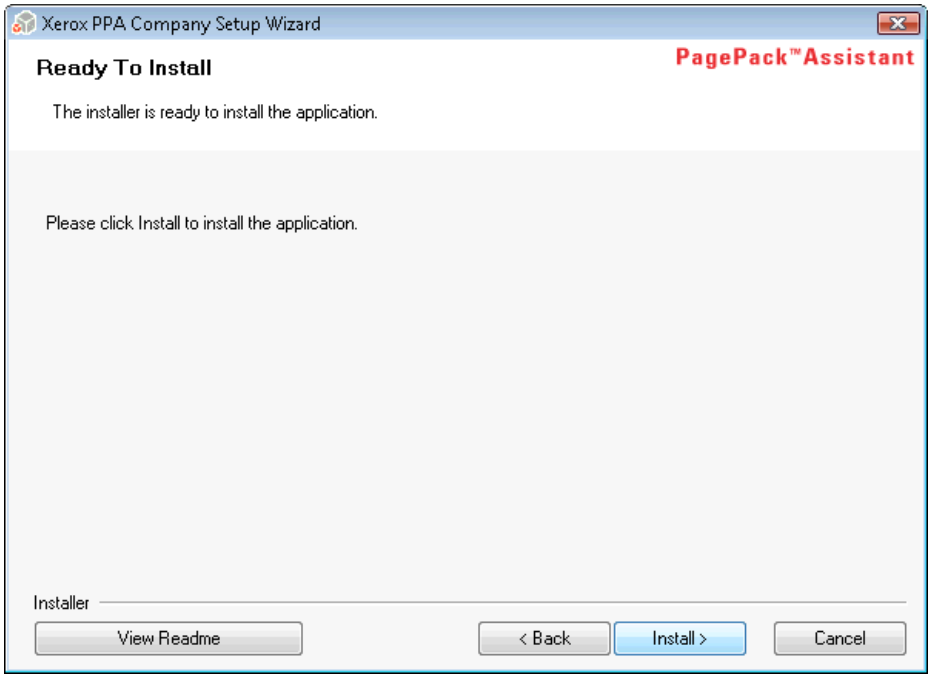
- Select the **Use Existing Database** option if you want to upgrade using the information from your current database. Use this setting if the last installation was for the same account and if it was configured as desired for the new installation.
- Select the **Create New Database** option if you want to create a new database. If you select this option, the application will back up your current database, but you will need to configure the application and search for printers again in order to populate your new database. Use this setting if the account used for the previous installation is unknown, different than the new account or configuration, or if you want to start with a clean installation with default settings.



Once you have made your selection, click **Next**.

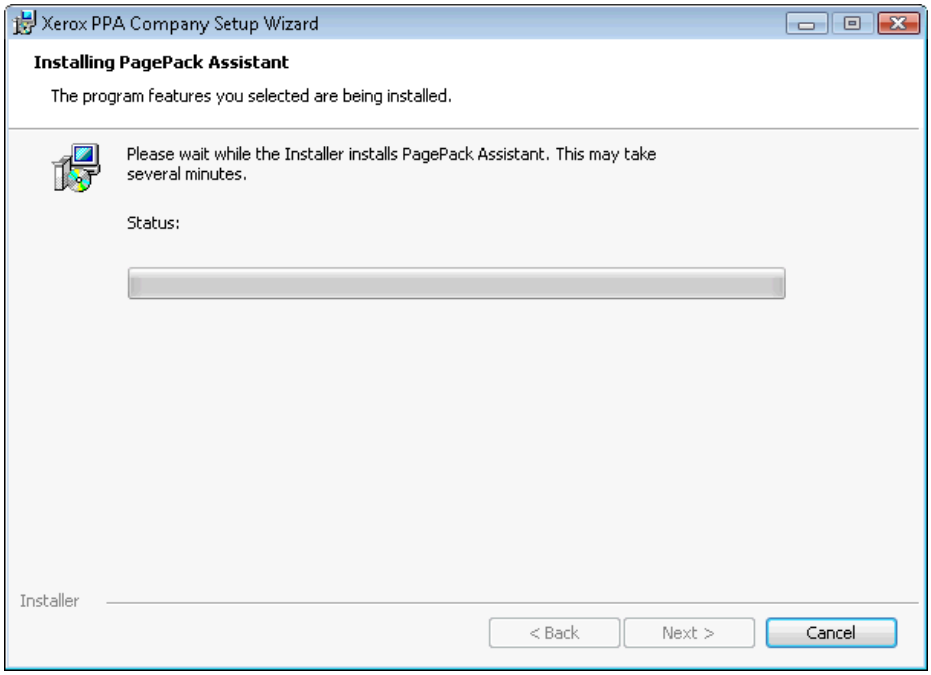
Ready to Install the Program Screen

The Ready To Install the Program screen opens. Click **Install**.



Setup Status Screen

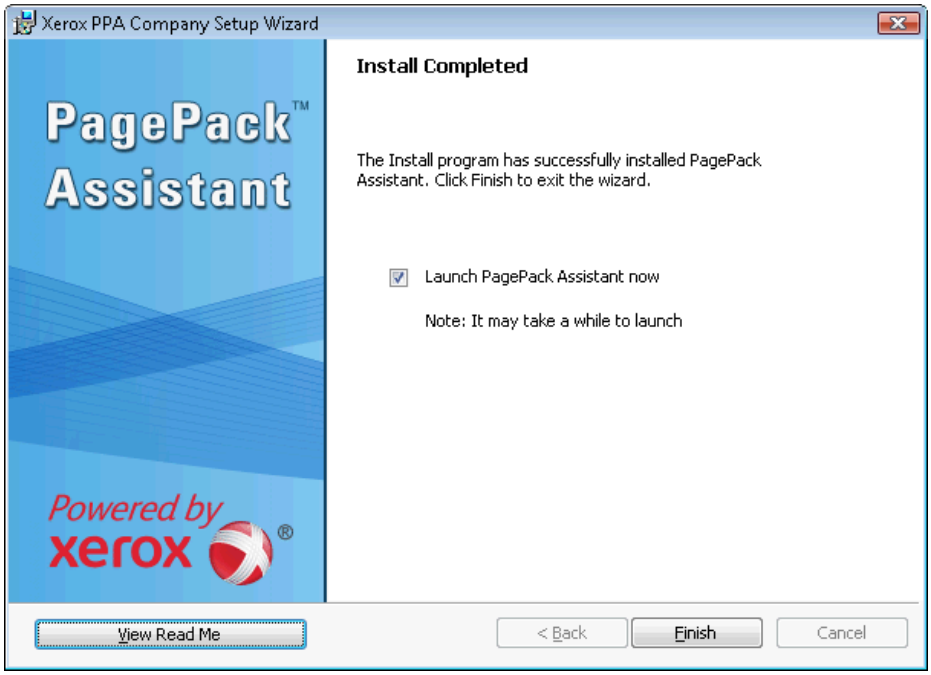
The Setup Status screen opens, indicating the progress of the installation.



Install Completed Screen

The Install Completed screen opens.

- To close the installer, leave the check box selected, and click **Finish** (Recommended). The Configuration Wizard will open.

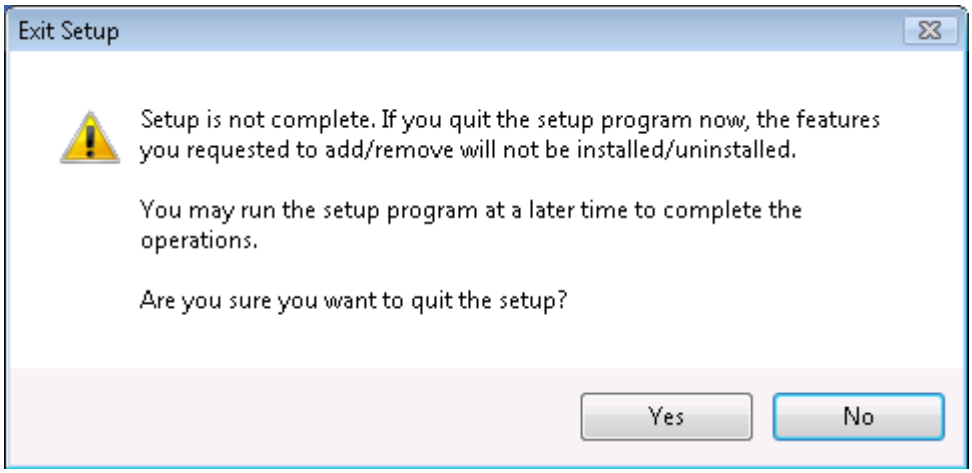


Note: If other applications are running on your computer, you may experience a delay from the time installation concludes and the Configuration Wizard begins. See the Registration section in Configuration for more information.

Cancel Installation

You can click **Cancel** on any of the screens during the installation process.

1. When you click **Cancel**, the Exit Setup screen opens.



2. Click **Yes** to quit the setup. The screen closes, indicating that the application remains uninstalled. To install the application, you will need to run the installer setup file again.

Auto Update

The application supports automatic update. When a newer version of the application is released, it is loaded on the Auto Update server, which the application can connect to.

The application will contact the Auto Update server in the following situations:

- at the scheduled intervals that you set in the Updates section of the Settings area
- at the application startup if the schedule is in the past
- at your request from the Updates section of the Settings area

The server will identify if there is a newer version available for download.

See the Updates section for more information.

1. If you set the application to prompt you when updates are available, or if you clicked to check for updates, the application will ask you to confirm whether or not you want to update the application.
   - If you select **No**, the existing installation of the application will continue operating as previously.
   - If you select **Yes**, the application will proceed automatically to:
     - Download the new installer
     - Run the new installer (which will close the application if the application is open)
     - Uninstall the older version and install the newer version
     - Run the new version of the application that was just installed

Cancel Installation During Auto Update

If you are updating the application, but you decide to cancel the installation process, you will have to run the installation setup file again to complete the installation.

Configuration

In order to run the application, you must complete the Configuration Wizard after installation according to your site requirements. In the Configuration Wizard, you only need to enter a minimum set of requirements in order to successfully use the application.

The Configuration Wizard is divided into five sections:

- Register the Account: enables communication between the application and Xerox Services Manager (XSM).
- Search for Printers: allows you to find a printer or printers that you want the application to manage and monitor.
- Alerts: enables you to receive notifications related to printer critical status, printer consumable status, or application status.
- Synchronize: allows the application to communicate printer and other information to XSM.
- Completed: indicates that you have configured the application successfully.

Register the Account

In the Register the Account section, you can:

- enter the administrator name and location
- enter the registration information
- modify the system name if applicable
- validate the default registration URL that is displayed, and modify if necessary
- configure proxy server and security settings for Internet connectivity
- modify synchronization settings if applicable

The documentation will lead you through each step in the Register the Account process of the Configuration Wizard:

- Access the Configuration Wizard
- Welcome Screen
- Administrator and Account Screen
- Network Connection and Proxy Server Setting Screens
- Registration Information Screen
- Synchronize Settings Screen
- Registration in Progress Screen
- Registration Status Screen

Access the Configuration Wizard

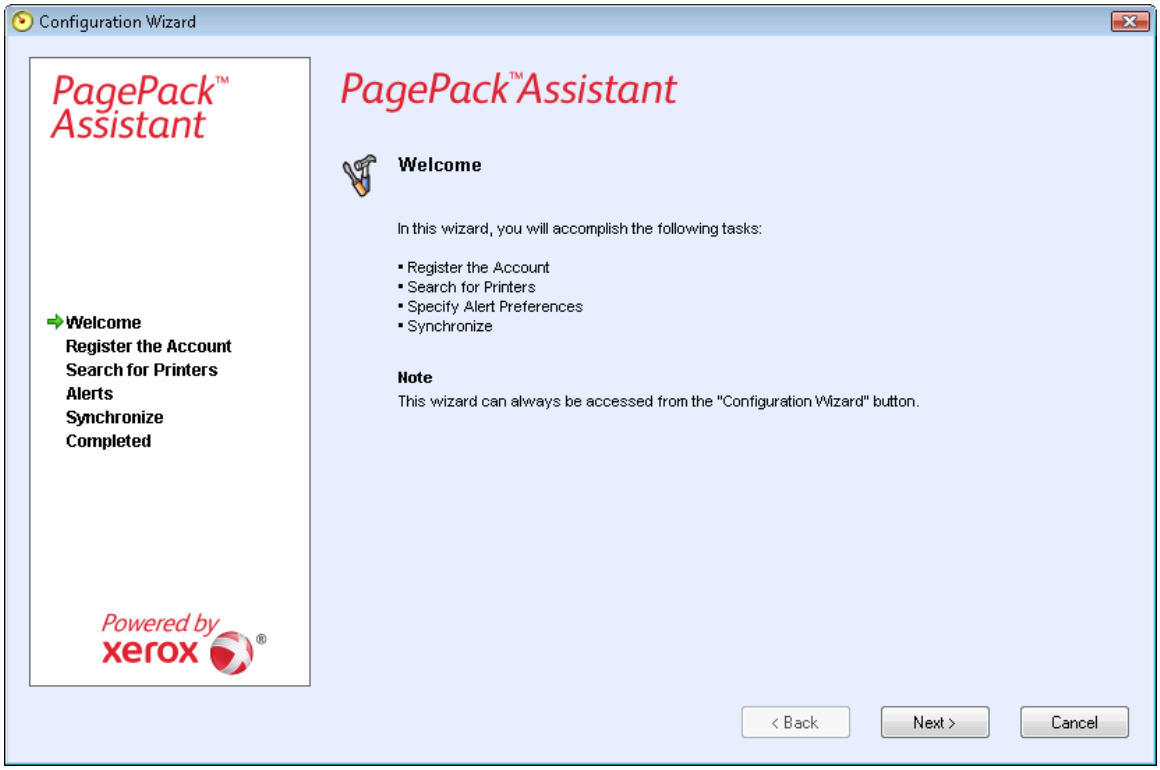
If you chose to launch the application immediately after installation, the Install Completed screen will close, and the Configuration Wizard starts automatically. If you did not launch the application immediately after installation, you can now access the Configuration Wizard the following ways:

- double-click the **application icon** on the desktop:

- double-click the **tray icon** in the System Tray, which is where the application runs minimized after installation:
- navigate to the Start menu programs folder
- right-click the **tray icon** in the System Tray to display the Toolbar Context menu, and select **Open**

Welcome Screen

The current availability of computer resources may cause a delay in the launch the Configuration Wizard, so please allow time for it to launch successfully. When the Configuration Wizard starts, you will see the Welcome screen.



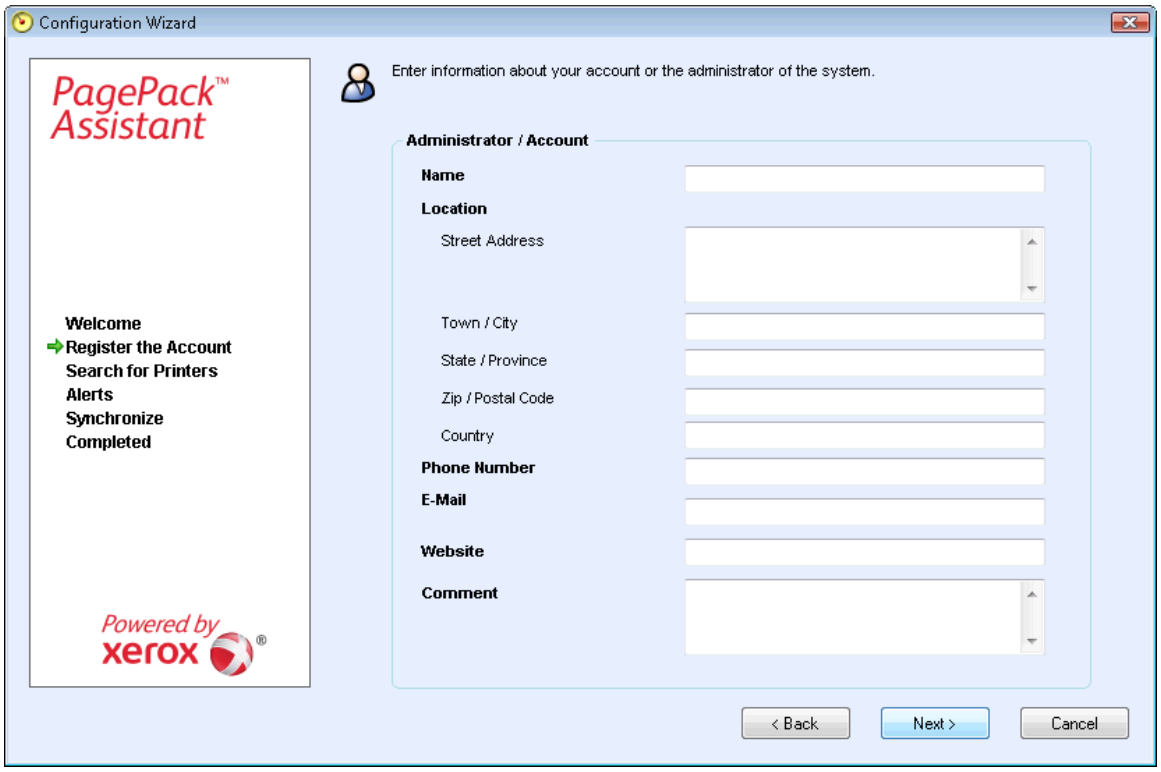
To continue the configuration process, click **Next**.

- To end the configuration process, click **Cancel** and the application will close. The next time you launch the application, the Welcome screen will open.

Note: You will not be allowed to access the application if you have not completed the Configuration Wizard. Each time you open the application, the Configuration Wizard will open and will continue to pop up until you complete it successfully.

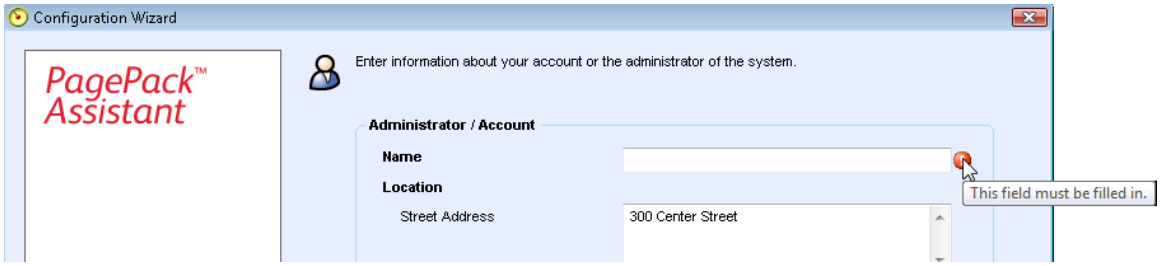
Administrator and Account Screen

The first screen in the Register the Account section opens.



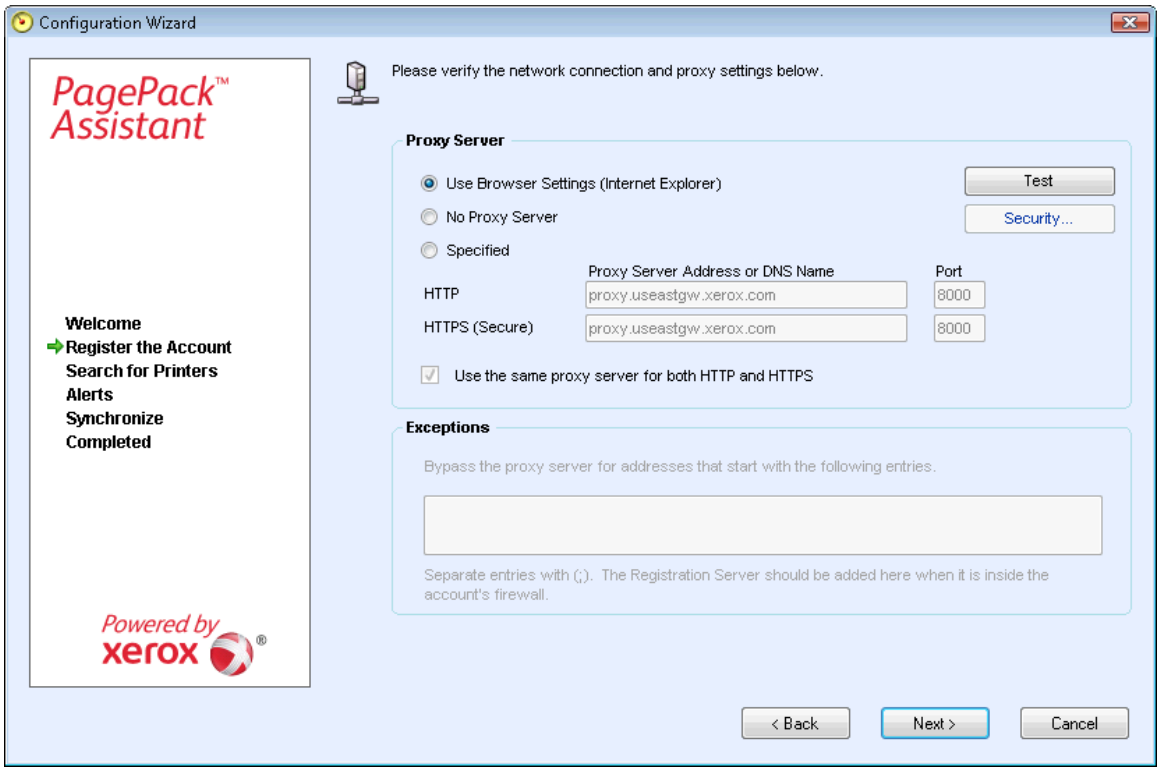
It is strongly encouraged that you enter information in all the fields, but at a minimum, enter a **name**, **phone**, **e-mail**, and a **street address** since these are required information. Click **Next**.

Note: If you enter incorrect information or leave a required field blank at any time during the Configuration Wizard, the application will flag the incorrect field with an exclamation point icon. When you hover over the exclamation point, the application will display a brief message indicating the type of error, such as **Invalid Entry** or **This field must be filled in**. You must fix the information before the application will allow you to continue with the Configuration Wizard.

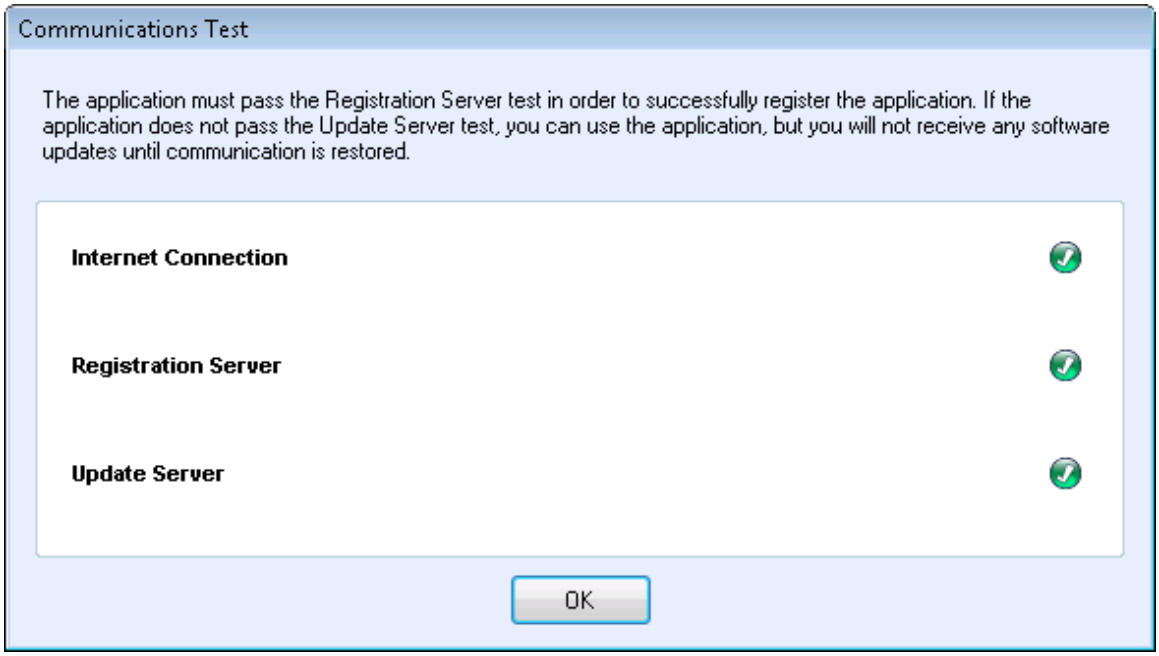


Network Connection and Proxy Server Setting Screens

The next screen in the Register the Account section opens.



- You can use this screen to verify your network communication and proxy server settings by clicking **Test**. The Communications Test dialog box opens, indicating a green checkmark for successful communication validation with Internet Connection, the Registration Server, and the Update Server.



In the Proxy Server section, select one of the following options to verify that your proxy server settings will allow you to connect to the Internet: Use Browser Settings (Internet Explorer), No Proxy Server, or Specified.

Use Browser Settings (Internet Explorer): By default, this option is selected, allowing you to use the browser settings of the computer where the application is installed in order to access the Internet.

a. Verify that the **UseBrowser Settings** radio button is selected.

No Proxy Server: select this option if you connect to the Internet directly.

a. Select the **No Proxy Server** radio button.

Specified: select this option to configure your proxy server settings manually in order to access the Internet.

Note: If you need to use bypass addresses, you must select **Specified**.

a. Select the **Specified** radio button. The application enables the Security button and the Exceptions section.

b. Enter the **HTTP** or **HTTPS** (Secure) proxy server address or **DNS name** and **ports**. Or, enter **information** in the HTTP fields, and ensure that the **Use the same proxy server for both HTTP and HTTPS** check box is selected, so that the application populates the HTTPS fields with the same information.

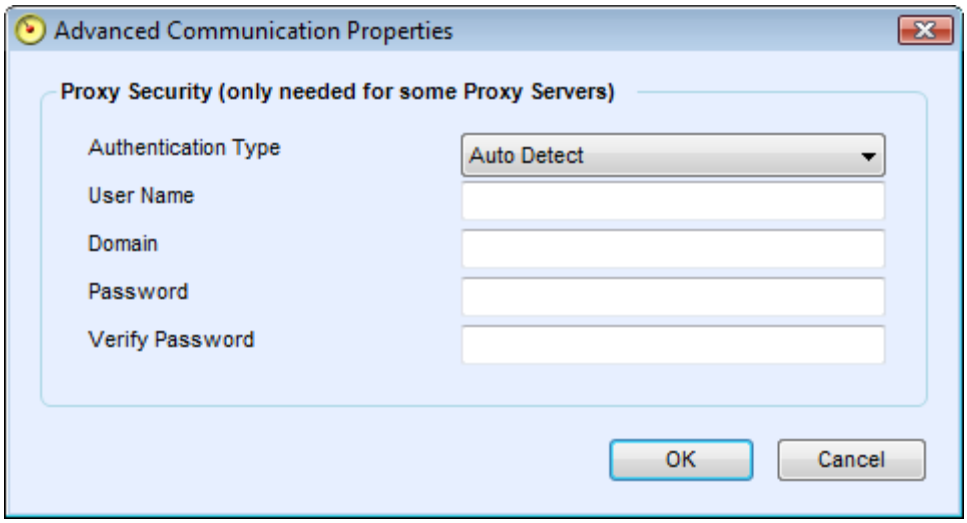
   - If the addresses, DNS names, or ports are incorrect, the application will display a red exclamation point icon in the corresponding field. You must correct the information before you can continue to the next step.

c. To identify any addresses that you want the proxy server to bypass or to ensure that the application bypasses the XSM registration server when it is inside the firewall, enter the **addresses** in the Exceptions section, separating each entry with a semicolon.

If you select the **Specified** option, and your network uses an authenticated proxy server:

a. Click **Security**.

b. The Advanced Communication Properties dialog box opens.



c. In the Authentication Type field, click the **drop-down arrow** and select one of the following authentication types:

   - Auto Detect
   - NTLM
   - Digest
   - Kerberos
   - Negotiate
   - Basic

d. Complete the **User Name**, **Domain**, **Password**, and **Verify Password** text fields, and click **OK**.

e. The Advanced Communications Properties dialog box closes, and returns you to the third screen in the Register the Account section.

Once you have selected a proxy server option, click **Test**. A dialog box opens, showing the communication status with the following:

- Internet Connection: verifies if the proxy settings are valid for basic Internet connectivity.
- Registration Server: verifies that the application can communicate with the server that is required for registering the application. The application must pass this test in order to proceed to the next step.
- Update Server: verifies that the application can communicate with the server that provides software updates, so that the application can automatically upgrade to the latest version. If this test fails, you can continue with the registration, but you need to fix the issue in the future.

a. Click **OK** to close the dialog box.

b. Continue to test each of the proxy server options until the Registration Server communication status passes.

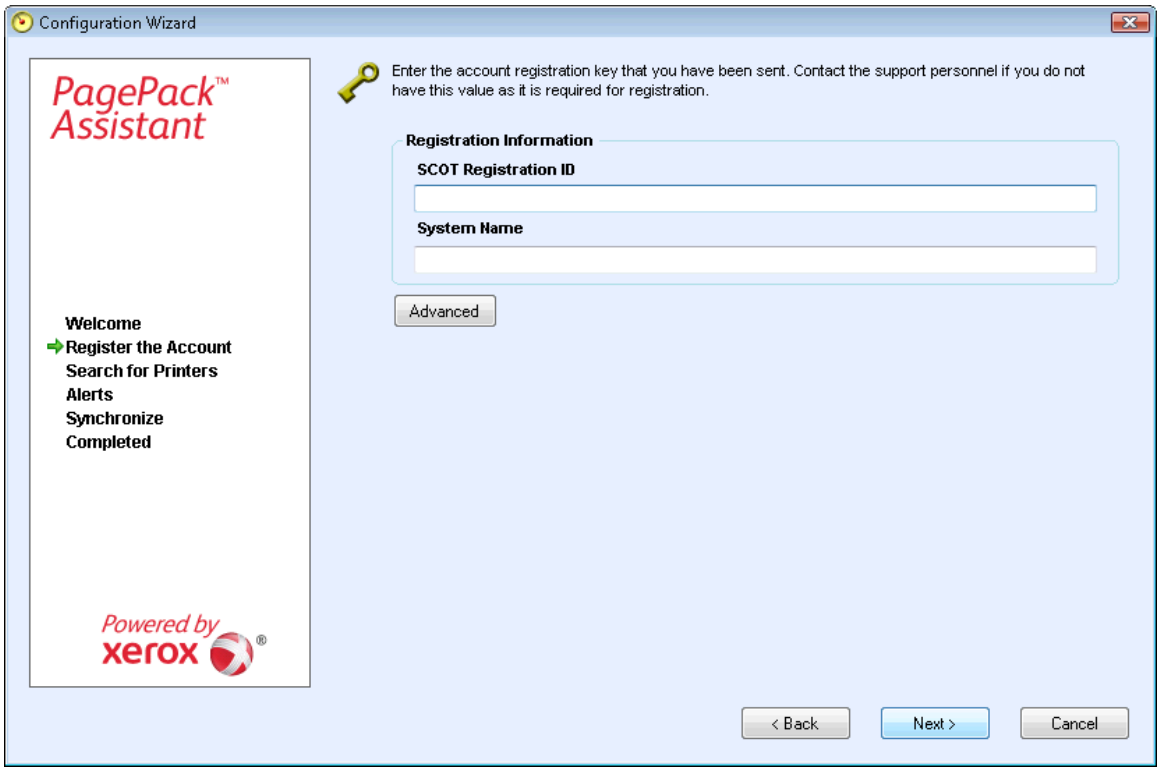
➢ If the connection test continues to fail and you have verified that the proxy server settings and the Internet is functioning on the computer, please contact your Xerox Support Representative.

c. Once the Registration Server test passes, click **OK** to close the dialog box and return to the third screen in the Register the Account section.

d. Click **Next**.

Registration Information Screen

The next screen in the Register the Account section opens.



▪ If you were not provided with registration information, contact your Xerox Support Representative.

If you want to change the default synchronization settings, click **Advanced**.

Once you have entered the registration information, and if applicable, modified the system name and the default synchronization settings, click **Next**.

Once you have entered the additional registration information, click **Next**.

Synchronize Settings Screen

The Synchronize Settings dialog box opens, allowing you to change the schedule and printer export.

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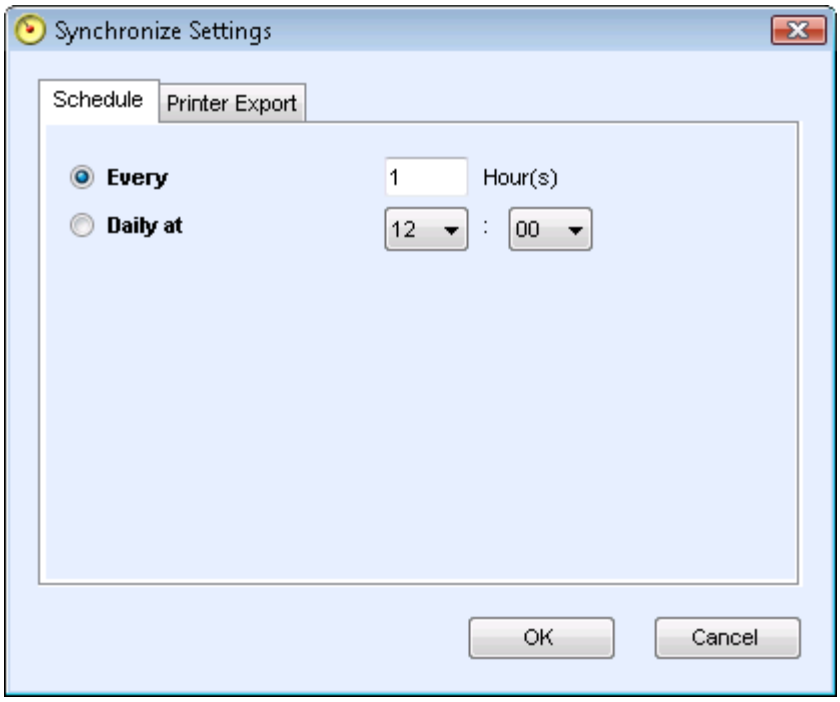


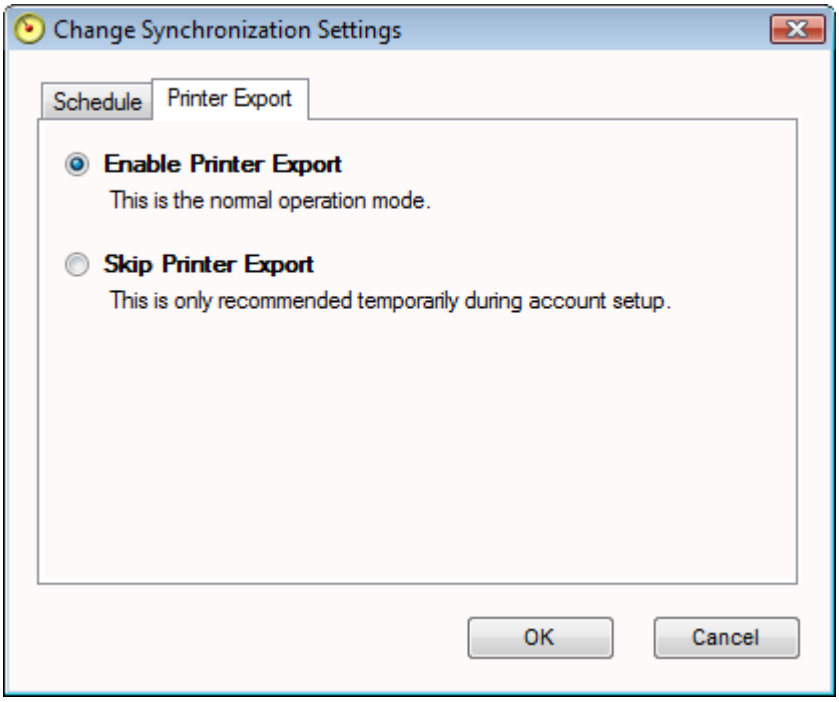
Schedule Tab: The application communicates with XSM according to the schedule.

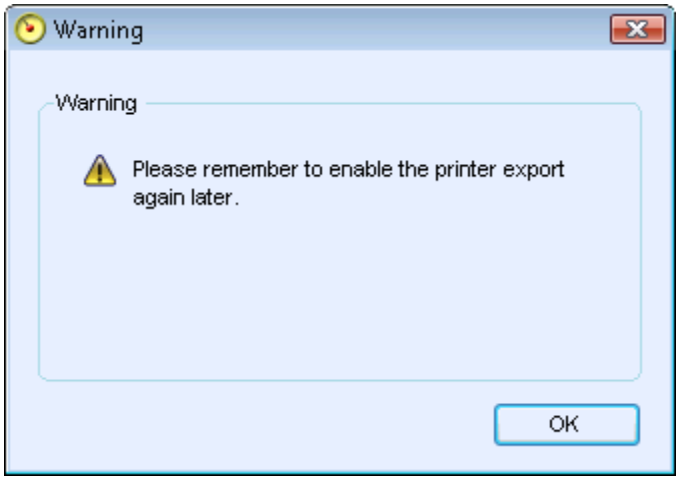
Note:

a. Select the **Every** radio button, and enter the specific hour to set the frequency for a set interval of hours, or select the **Daily** at radio button, and click the drop-down arrows to set the frequency for a specific time of day.

Note: If you power down your computer at the end of the day, do not set your schedule outside of business hours.

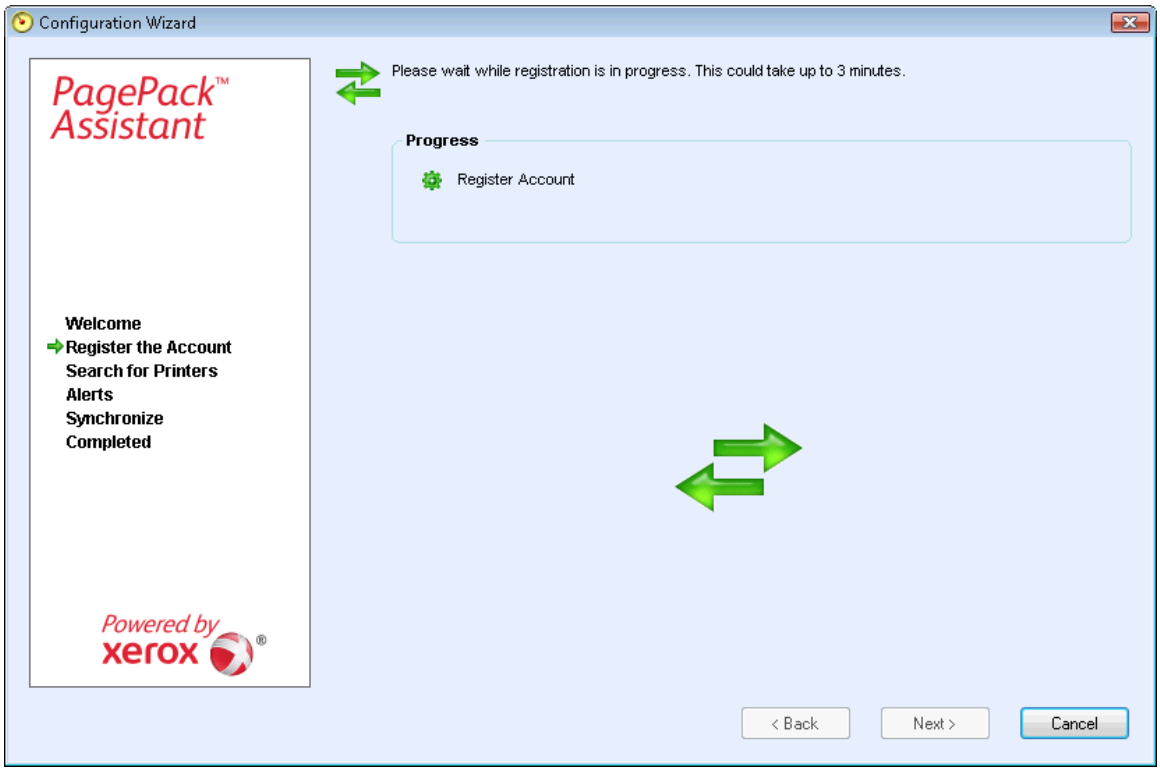
b. Click **OK** to close the Synchronize Settings dialog box and return to the second screen in the Register the Account section, or click one of the other tabs if you wish to modify other settings.





Registration in Progress Screen

The next screen of the Register the Account section opens, indicating that the registration is in progress.



Registration Status Screen

As the application attempts to complete registration, you will see one of the three following statuses in the Progress section of the screen: pending, failed, or successful.

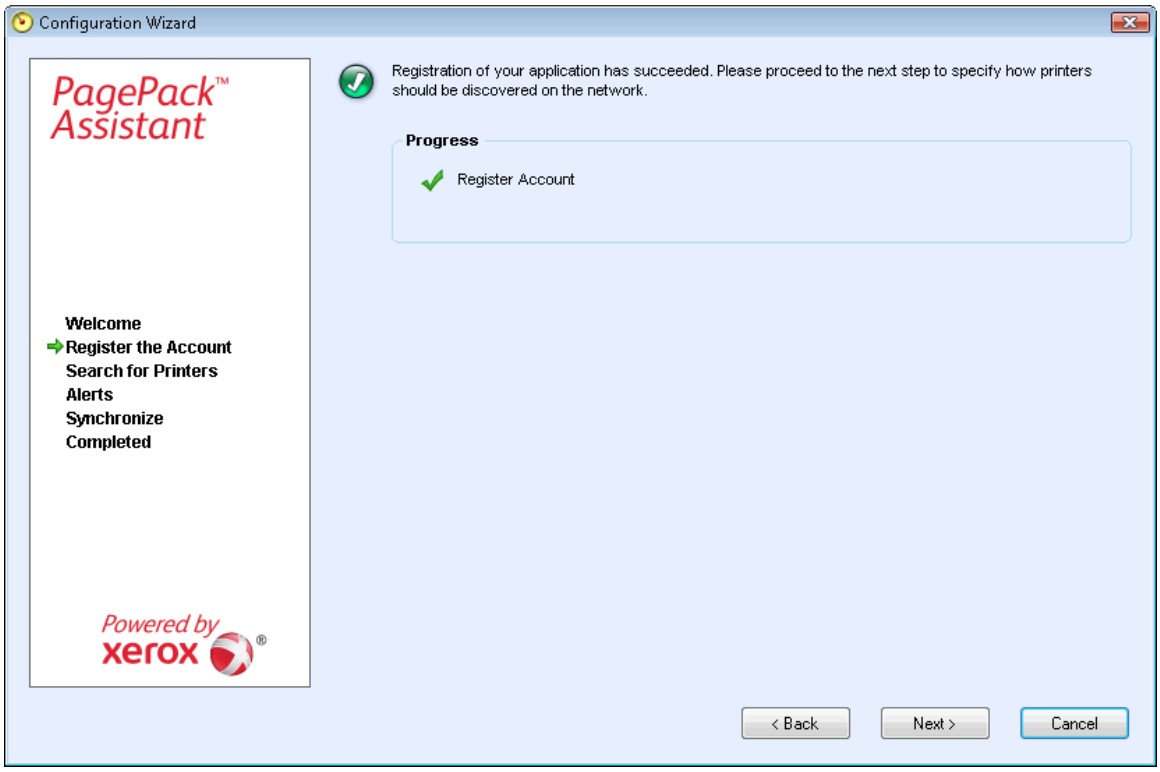
Pending Registration: the screen will show a warning icon and will indicate that the registration is pending because the registration information was not found or the contract setup was not completed.

a. Click **Try Again** to re-attempt registration.
b. If registration still remains pending, it could be that your XSM account has been disabled. Please contact your Xerox Support Representative for more information.
c. If registration still remains pending, please contact your Xerox Support Representative for more information.

Failed Registration: the screen will indicate an error icon and corresponding message, asking you to verify that the information you entered matches the provided correct registration information.

a. Click **Try Again** to re-attempt registration.
b. If the second registration attempt fails, verify that you have the correct registration information.
c. If the key and URL are correct, but your registration still fails, contact your Xerox Support Representative.

Successful Registration: If the registration is successful, the screen will indicate a green checkmark icon.



Once you have registered successfully, click **Next** to continue to the Search for Printers section of the Configuration Wizard.

Search for Printers

In the Search for Printers section, you can:

- keep the default printer search settings, specify search options at a later date, or create a specified search
- in the Advanced Communications Properties screen, modify the following information, if applicable:
  - enter "GET" and "SET" community names
  - set the number of timeouts and retries in the Communications section
  - modify how often the application performs a printer search
  - select whether or not you want the application to search for all printers or just Xerox printers

The documentation will lead you through each screen in the Search for Printer process of the Configuration Wizard:

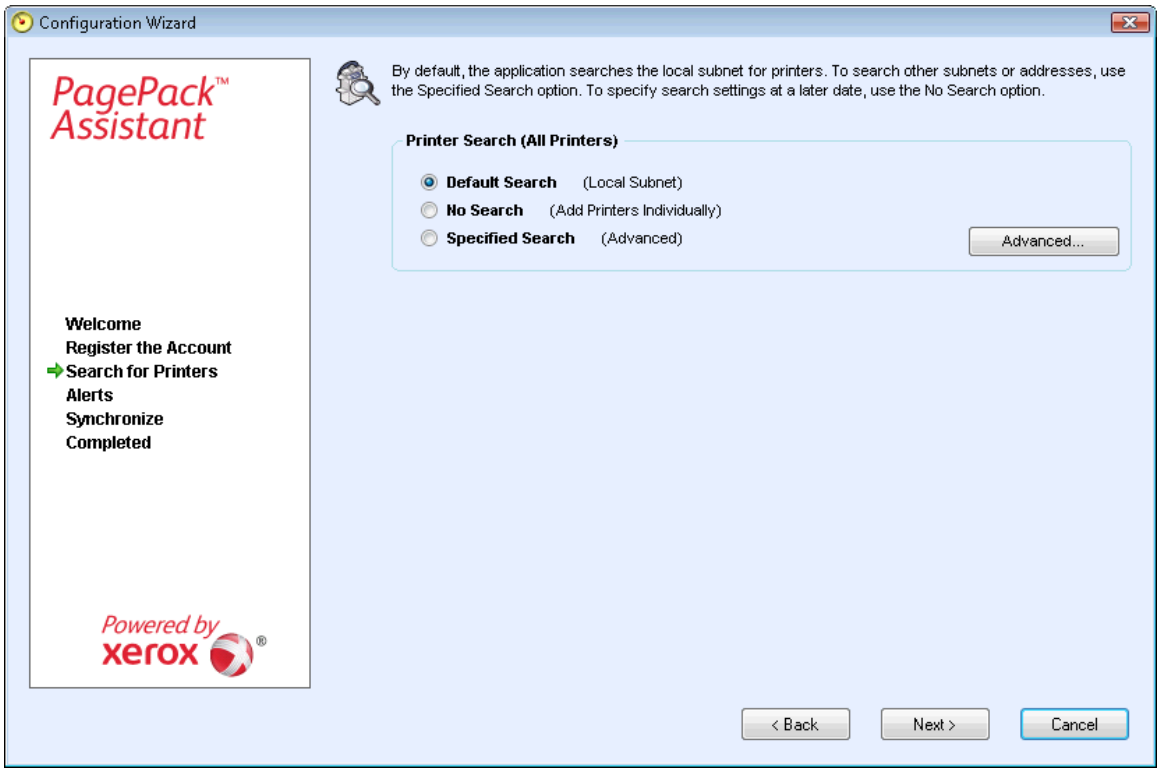
- Search Settings Screen
- Specified Search
- Advanced Communication Properties Screen
- Search for Printer Progress Screen
- Search for Printers Status Screen
- PPLA Communication

Search Settings Screen

After you have completed registration successfully, the first screen of the Search for Printers section opens.

- Select whether you want PPA to search for all printers or only for Xerox printers. You will not see this dialog box if your account configuration does not give you the option to change manufacturer applicability.
- Click **Next**.

The next screen opens. Choose one of the following search settings: **Default Search**, **No Search**, or **Specified Search**.



Default Search: By default, this option is selected, enabling the application to start an automatic search for printers on the local subnet.

a. Verify that the **Default Search** radio button is selected.
b. Click **Next** to continue to the second screen of the Search for Printers section.

No Search: select this option if you want to skip setting up your search settings at this time.

a. Select the **No Search** radio button.
b. Click **Next** to continue to the second screen of the Search for Printers section.

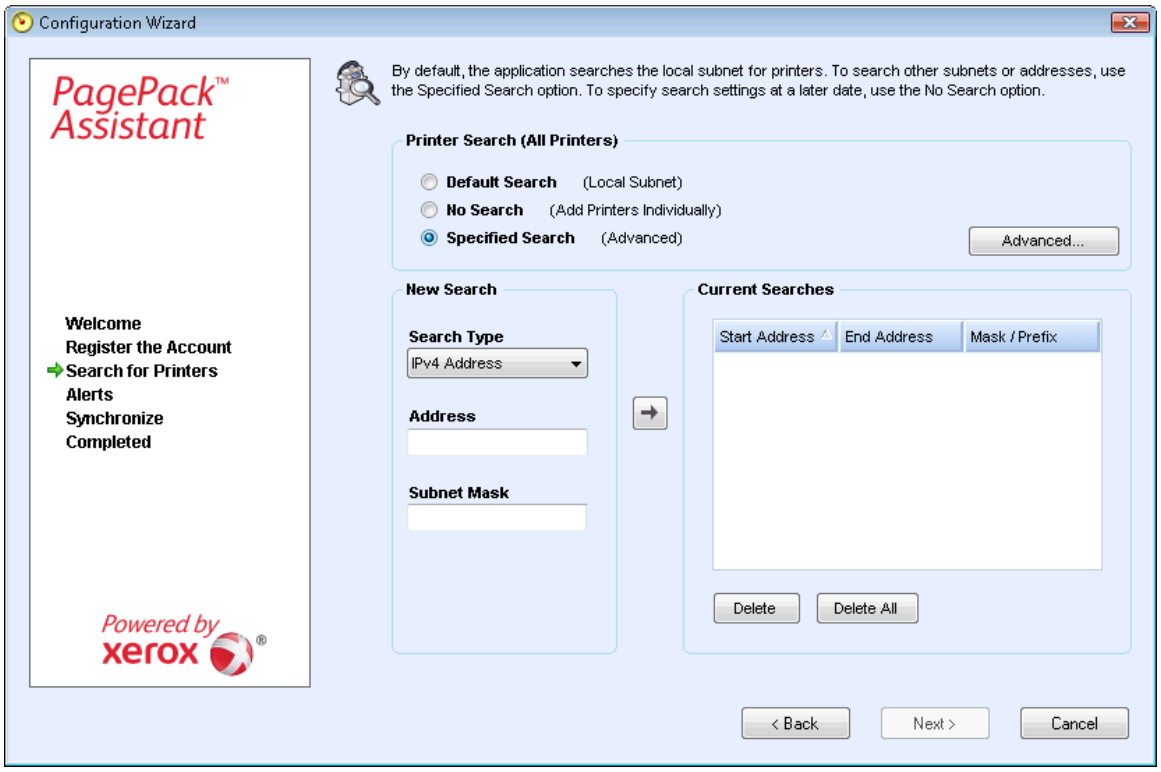
Specified Search: select this option if you want to search for other printers or addresses outside of the local subnet.

After you have selected **Default**, **No Search**, or **Specified Search**, you may click **Advanced** if you want to modify any of the Advanced Communication Properties.

When you are done modifying the information in the Search Settings section and the Advanced Communications Properties dialog box, click **Next**.

Specified Search

a. Select the **Specified Search** radio button.
b. The New Search and Current Searches sections are now displayed on the screen.



Note: If you are performing a specified search, the application will exercise rule RFC 1918 and allow you to use a subnet mask using internal addresses from x.x.x.0 to x.x.x.255. The first zero and last 255 of the subnet range, however, will be reserved.

If you use a subnet mask that is not standard for your subnet class, you will see message similar to this text: **The range specified includes [X] addresses. The subnet mask entered is not the default Class [X] mask. Are you sure you want to use the range as specified?**

Please verify that the range you specified is what you want. Click **Yes** to allow the entry of the range. Click **No** to return to the screen, without adding the range, so the application can update the values.

c. In the New Search section, click the **Search Type** drop-down arrow to display the search types.
d. Select one of the options: **IPv4 Address, IPv6 Address, DNS Name, IPv4 Range, or IP v4 Subnet**.

IPv4 or IPv6 Address: search for a specific IP address

- From the drop-down menu, select **IPv4 Address or IPv6 Address.**.
- In the Address field, enter the **address**.
- For IPv6, in the Prefix Length field, enter the prefix value.

DNS Name: search for a specific DNS Name

- From the drop-down menu, select DNS Name.
- In the DNS Name field, enter the DNS Name.

IPv4 Address Range: search for a range of IPv4 addresses

- From the drop-down menu, select **IPv4 Address Range**.

- The Start Address and End Address fields are now displayed.
- In the Start Address and End Address fields, enter the **range of IPv4 addresses**.
- In the Subnet Mask field, enter the **subnet mask**.

IPv4 Subnet: **search for any printer residing on the selected IP v4 subnet**

- From the drop-down menu, select **IPv4Subnet**.
- The Address In Subnet field and Add Local Subnet button are now displayed.
- Enter the IP address one of two ways:
  - In the Address in Subnet field, enter the IPv4 address enter the **IP address**, or
  - In the Address in Subnet field, enter the IPv4 address enter the **IP address**, or
- In the Subnet Mask field, enter the subnet mask.

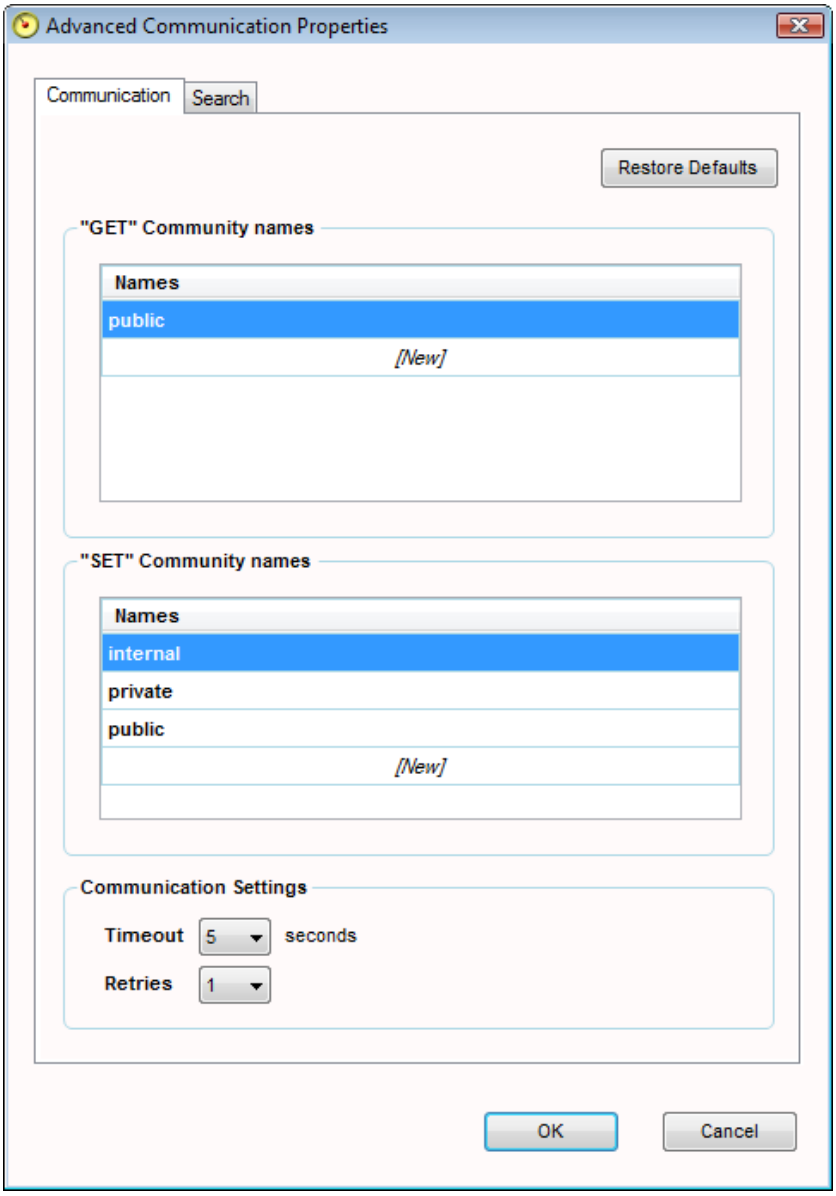
Once you have selected one of the Specified Search options and entered the information into the appropriate fields, click to add your search information to the Current Searches list.

If the IP addresses in your new search overlap any existing IP addresses in the Current Searches list, the application will display the red exclamation point icon indicating that you cannot add the new IP address.

To fix this error, go to the Current Searches lists, click **Delete** or **Delete All** and search again for the new addresses.

Advanced Communication Properties Screen

a. Click **Advanced**.
b. The Advanced Communication Properties dialog box opens.



c. Modify any of the following settings as needed. If you want to return to the default settings in this dialog box, click **Restore Defaults**.

- Enter **"GET" community names**
- Enter **"SET" community names**
- Set the number of timeouts and retries in the Communications Settings section.
- Modify how often the application performs a printer search.
- Modify or view the Manufacturer Applicability section, which allows you to designate if you want the application to search for all printers or just Xerox printers.

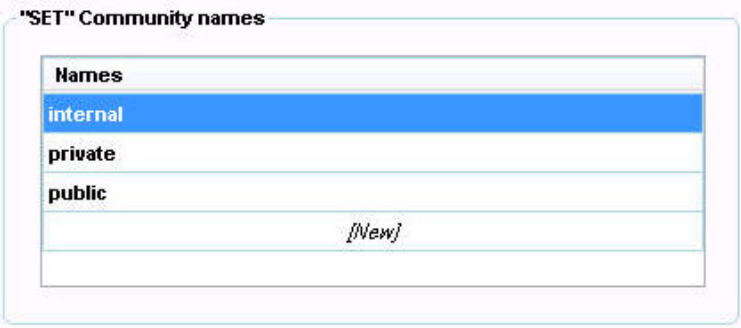
"GET" Community Names: The "GET" Community names are used to retrieve information from networked printers. To ensure a proper printer search, efficient status retrieval, and data collection, you must set the correct "GET" values in this dialog box. The default setting for the SNMP "GET" community name is "public".

- Go to the "GET" community names section.

- In the "GET" Community name section, click **New** and enter a **new name**.
- Click **OK** to return to the first screen of the Search for Printers section.
- Modify other settings in this dialog box, or click **OK** to return to the first screen of the Search for Printers section.

"SET" Community Names: "SET" community names are used to configure parameters on networked printers. To reset the printers, you must configure the correct "SET" names. The default settings for the SNMP "SET" community name are "internal", "private", and "public".

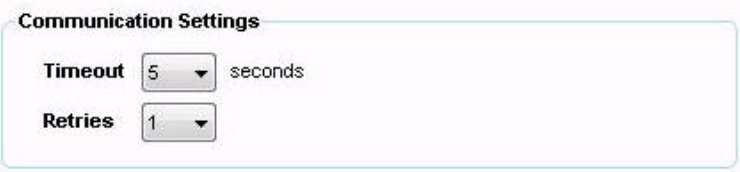
- Go to the "SET" community names section.



- In the "SET" Community name section, click **New** and enter a **new name**.
- Modify other settings in this dialog box, or click **OK** to return to the first screen of the Search for Printers section.

Communication Settings: allows you to set a limit on timeouts and number of retries for printer searches.

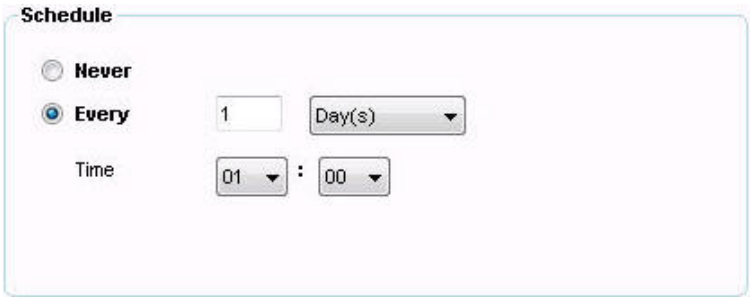
- Go to the Communications Settings section.



- From the Timeout drop-down list, select a **number** to identify the number of seconds.
- From the Retries drop-down list, select a **number**.
- Modify other settings in this dialog box, or click **OK** to return to the first screen of the Search for Printers section.

Schedule: allows you to modify how often the application performs a printer search.

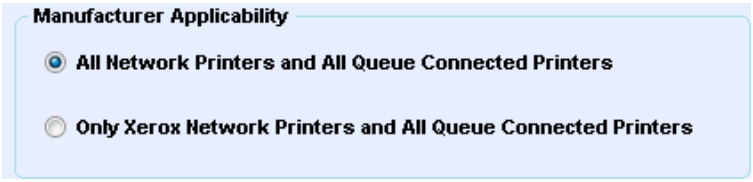
- Click the **Search** tab.
- Locate the Schedule section.



- Select one of the following options:
- Select the **Never** radio button to disable scheduling.
- Select the **Never** radio button to disable scheduling.
- Modify other settings in this dialog box, or click **OK** to return to the first screen of the Search for Printers section.

Manufacturer Applicability: select whether or not you want your printer search to include all printers or just Xerox printers.

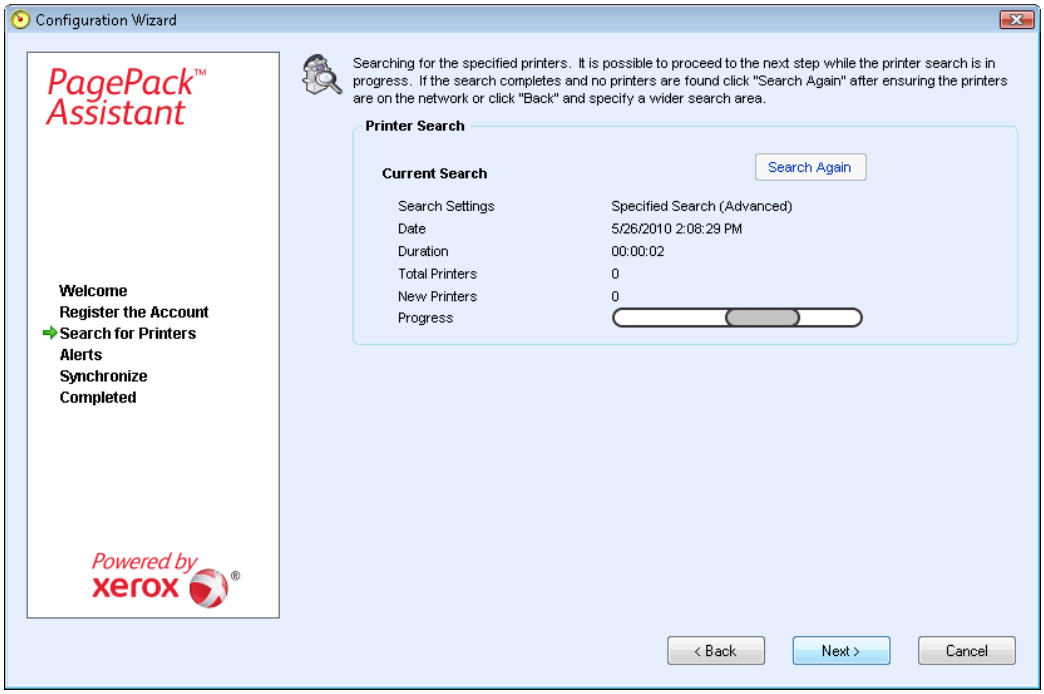
- Click the **Search** tab.
- Locate the Manufacturer Applicability section.



- Select **All Network Printers and All Queue Connected Printers** or **Only Xerox Network Printers and All Queue Connected Printers.**
- Modify other settings in this dialog box, or click **OK** to return to the first screen of the Search for Printers section.

Search for Printer Progress Screen

The next screen of the Search for Printers section opens, indicating the progress of your printer search.



Note: The Printer Search may take several minutes, depending on the search type, configuration, and number of potential networked devices.

Search for Printers Status Screen

As the application attempts to complete the printer search, you will see one of two statuses in the Search for Printers section of the screen: failed or successful.

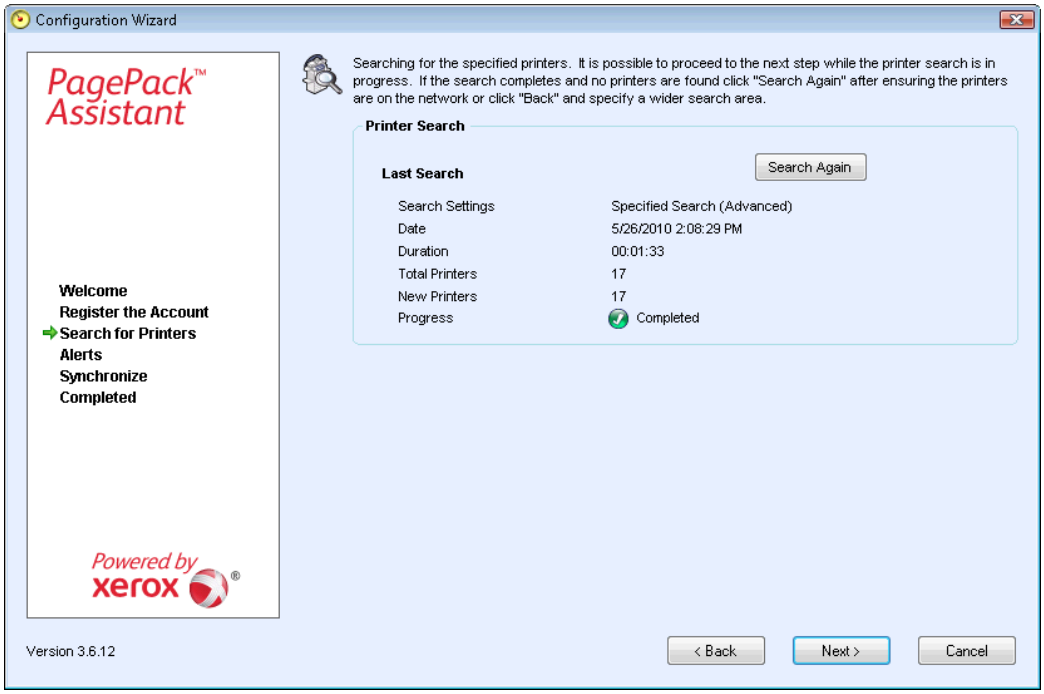
Failed Printer Search: If the printer search fails to find any printers, the second screen of the Search for Printers section will display a warning icon and message.

a. Use one or more of the following methods to investigate the failed printer search:
   - Verify that all your printers are online, and click **Search Again**.
   - Verify that SNMP is enabled on the printers.
   - Verify that SNMP community names configured on the application match those on the printers.
   - Verify that SNMP traffic is not being blocked on your network.
   - Skip the printer search at this point, and from the Actions menu, click the **Add Printer Wizard** to do a one-off printer search. See the Printers area for more information.
   - Click **Single Address** to add the IP address of a known printer.
   - Ping the IP address of the printer from the computer on which the application is running.

b. If the application still is unable to find any printers, click **Back** to return to the first screen of the Search for Printers section, verify and/or adjust your search criteria, and start another search.

c. If you exhaust these options and cannot find any printers, contact your Xerox Support Representative.

Successful Printer Search: When the printer search is completed, the Search Results screen will display a check mark icon and the number of discovered printers.

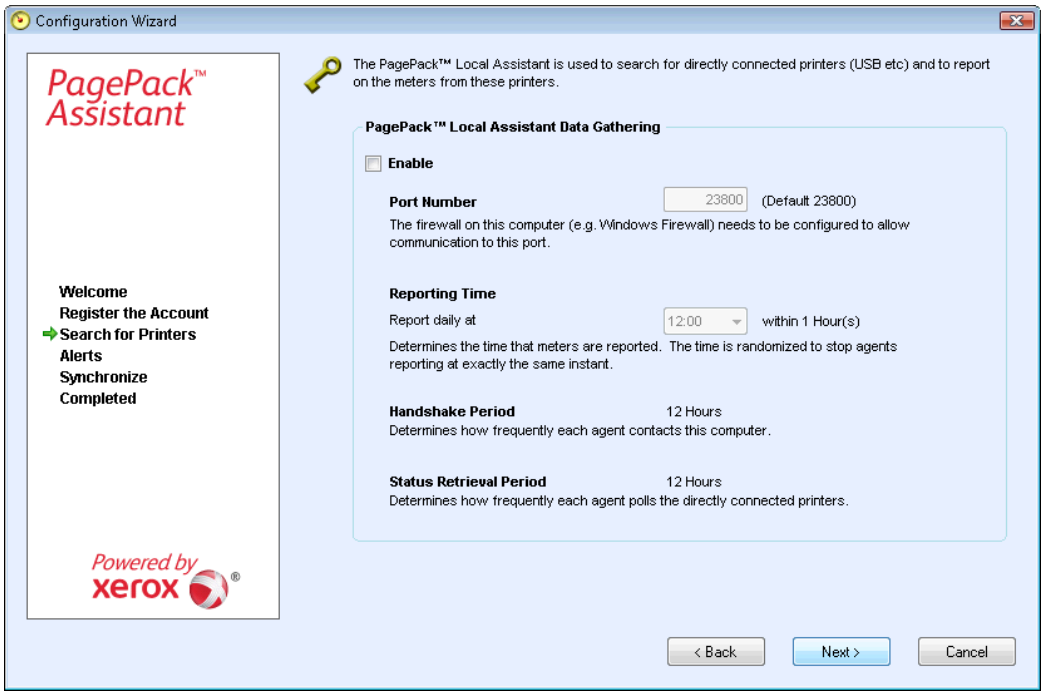


To restart the printer search, click **Search Again**.

When you are finished searching for printers, click **Next**.

PPLA Communication

The next screen may be available for your version of PPA and would enable you to set communication between PPA and PagePack™ Local Assistant (PPLA), a tool that can search for locally-connected printers and report back to PPA with the meter reads for those printers. Click **Next**.



- By default, the communication with PPLA is disabled. Select the Enable check box if you want to initiate the communication between PPA and PPLA and enable the other fields.
- By default, PPA configures Port 23800 as the preferred port number for listening for PPLA communication. Enter a value in the text field to change the default.
- By default, PPA configures PPLA to report on meters at noon within the hour. Select a value from the drop-down list to change the default.
- By default, PPA configures PPLA to contact the locally-connected printer every 12 hours and poll that printer every six hours. You cannot modify this information.

Alerts

During alerts configuration, you can:

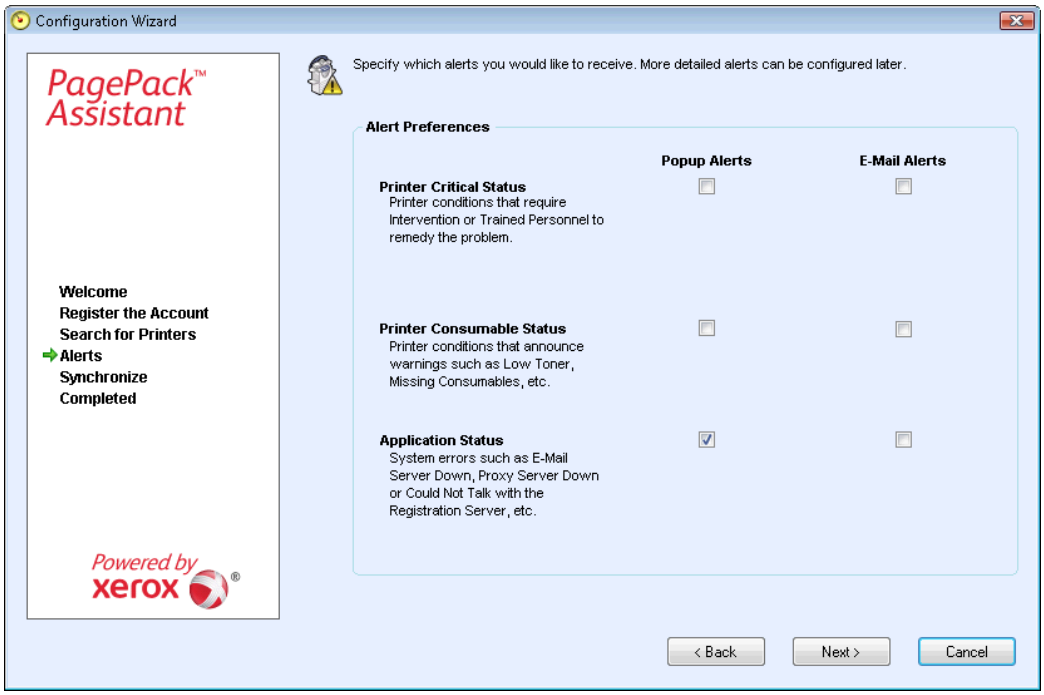
- configure popup alerts, which the application displays in the lower right corner of the screen when certain conditions are met
- configure E-mail alerts, allowing you to specify the E-mail recipient who will be notified if there is a problem
- configure E-mail settings such as SMTP server information and security for E-mail alerts

The documentation will lead you through each screen in the Alerts process of the Configuration Wizard:

- Alert Preferences Screen
- E-mail Settings Screen

Alert Preferences Screen

The Alert Preferences Screen allows you to configure alert and popup preferences that will notify you of any problems with networked printers and/or communication with XSM.



Review the Alert Preferences section for the statuses on which you can receive alerts:

- **Printer Critical Status:** indicates printer problems that require service, management intervention, or other trained technicians to fix.

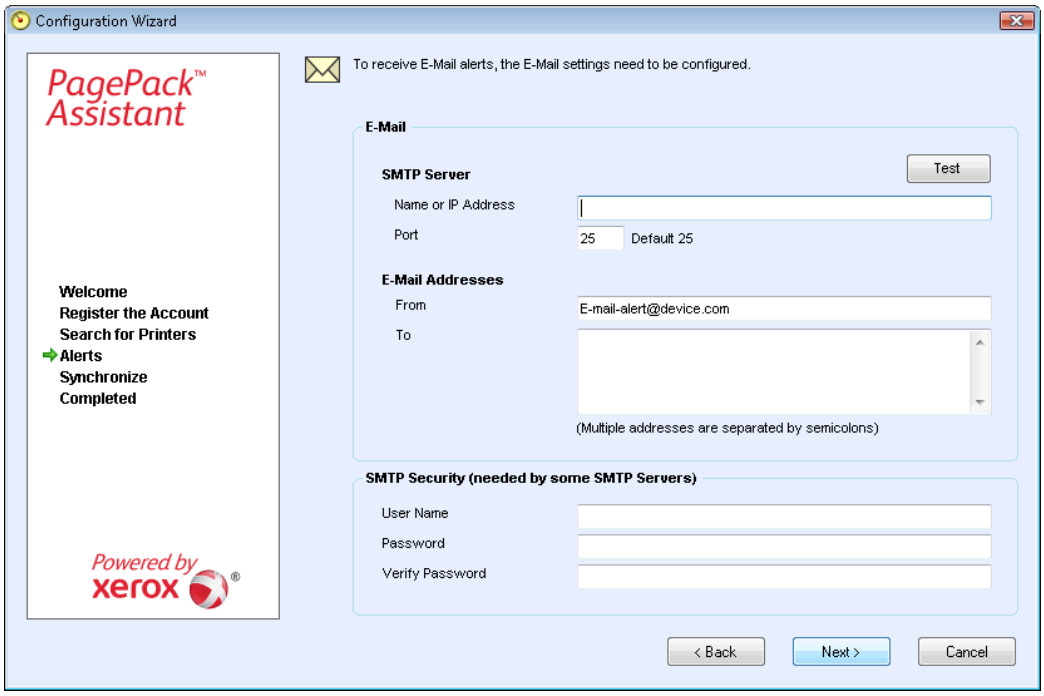
- **Printer Consumable Status:** indicates problems related to printer supplies such as low toner and missing consumables.
- **Application Status:** indicates the application system errors such as e-mail server down, proxy server down, or issues communicating with the XSM server.

Select the statuses for which you want to receive popup or e-mail alerts.

- In the Popup column, select the appropriate **check boxes**.
- In the E-mail column, select the appropriate **check boxes**.

E-mail Settings Screen

If you choose to receive e-mail alerts, the second screen of the Alerts section opens, allowing you to configure your e-mail settings.



a. In the E-mail section:
   - Enter the **name** or **IP address** of the SMTP server and the corresponding port number.
   - In the From field, enter the **e-mail address** of the SMTP server.
   - In the To field, enter the **e-mail address(es)** of the E-mail recipients. Separate multiple recipients by semicolons.

b. Click **Test** to verify your SMTP settings.
   - If the application indicates that there are errors in these fields, correct the information and click **Test**.

c. In the SMTP Security section:
   - In the User Name field, enter the **username**.
   - In the Password field, enter the **password**.
   - In the Verify Password field, re-enter the **password**.

When you have finished configuring your alert settings, click **Next**.

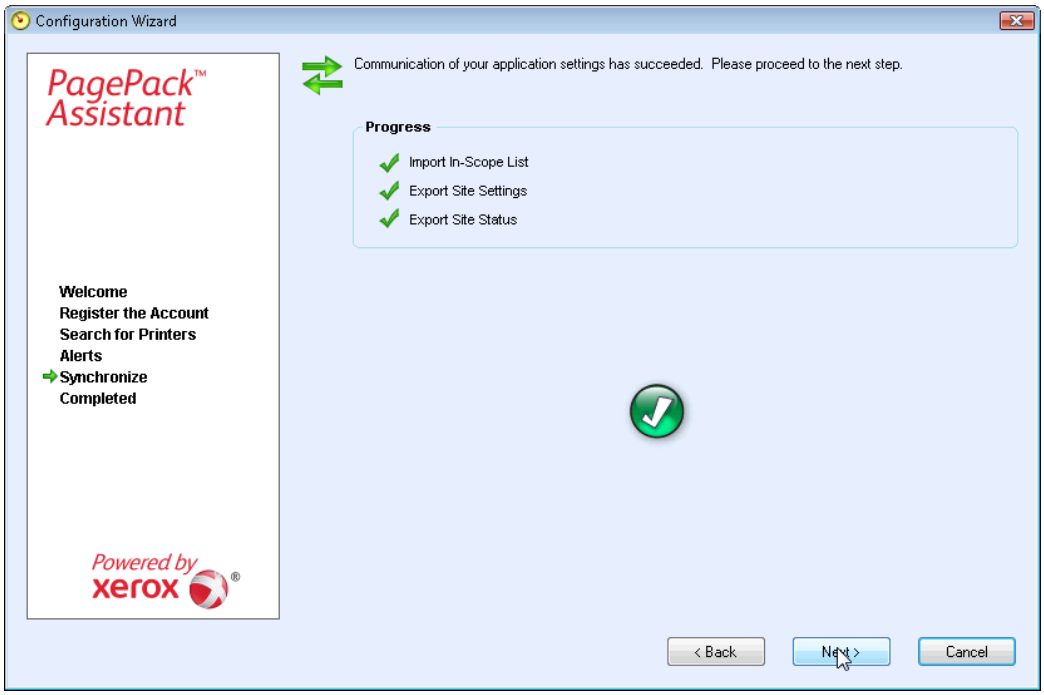
Synchronize

During synchronization, you can see the progress of the communication between the application and XSM.

After you have set your alert preferences, the Synchronize section opens, indicating the progress of your settings communications.

Once the communication settings process is successful, the Synchronize section displays a green checkmark next to each successful communication step.

The application will only display the Try Again option if there is communication error between the software and the database. If communication is successful, the application will not display the option.

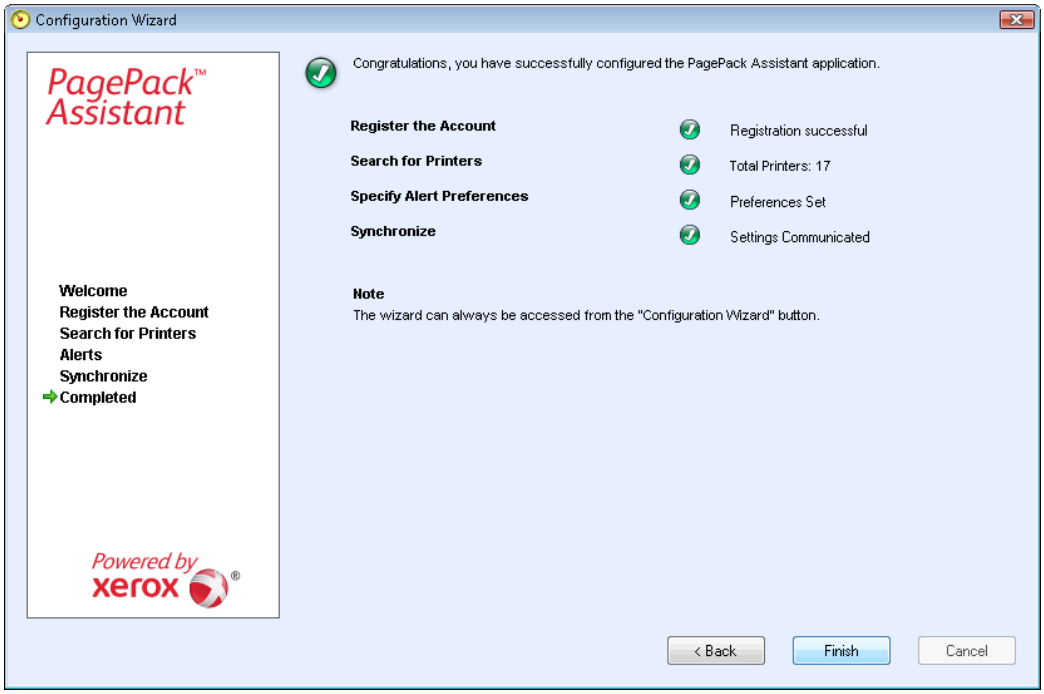


Click **Next**.

Completed

On the Completed screen, you can see that you have completed the minimum requirements for account registration, printer search, alert preferences, and communication settings.

After you have registered your account, searched for printers, configured alerts, and synchronized your settings successfully, the Completed screen opens.



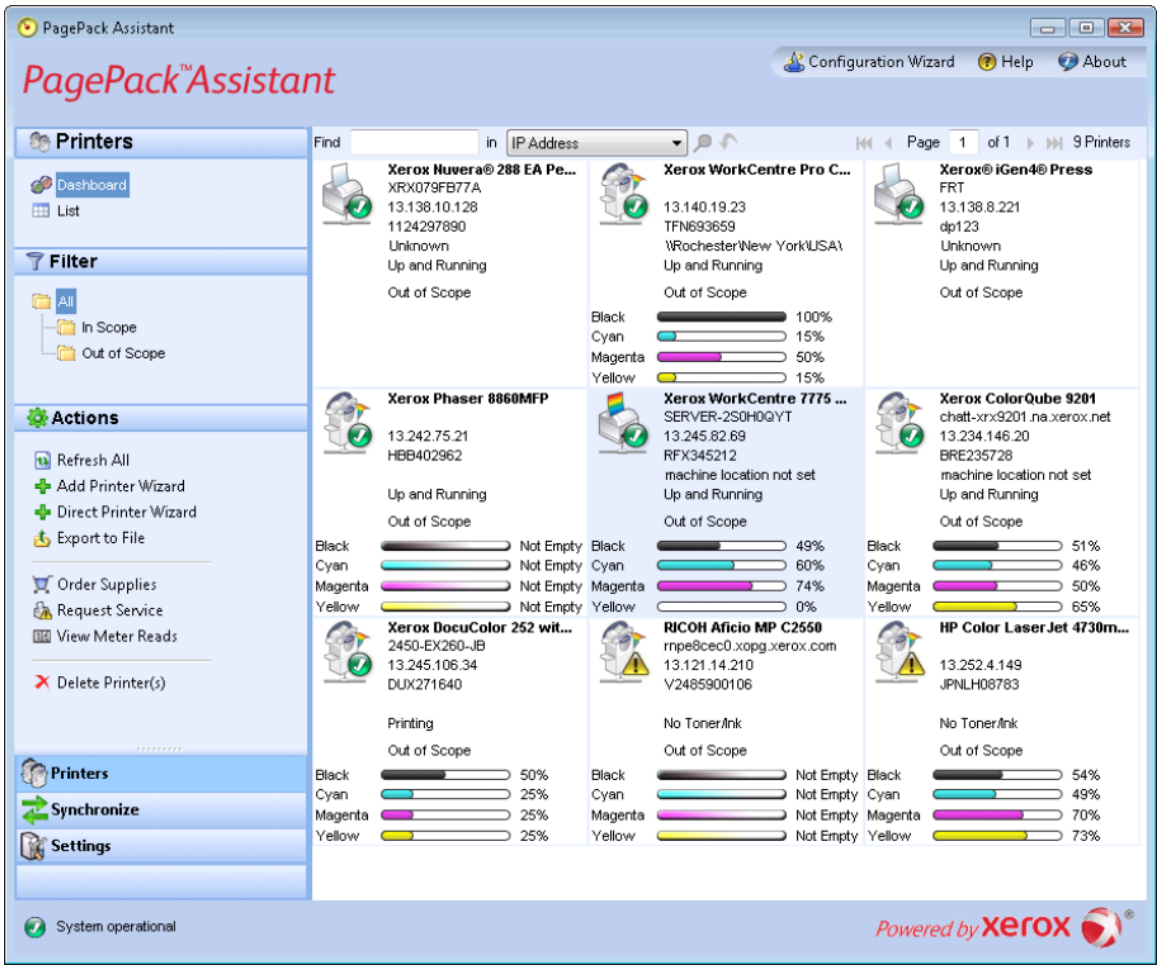
Click **Finish** to complete the configuration process and open the application user interface.

Access the User Interface

To access the application after installation and configuration, use one of the following methods:

- double-click the **application icon** on the desktop:
- double-click the **tray icon** in the System Tray, which is where the application runs minimized after installation:
- navigate to the Start menu programs folder
- right-click the **tray icon** in the System Tray to display the Toolbar Context menu, and select **Open**

The application will open in your environment.



Resize the Application

Once the application is open, you can resize it to fit your screen. Hover your mouse over any area on the application border; your cursor changes to a white double arrow, allowing you to resize the screen.

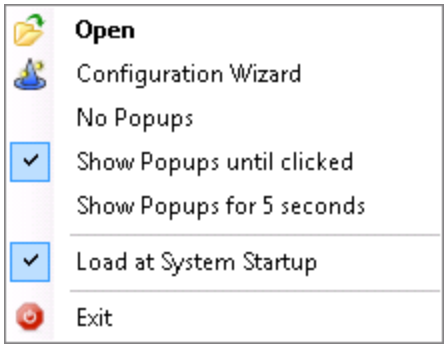
Note: The application will not retain the new size after you exit the application or if you reboot your system.

Note: Although the installation process places the application on the desktops of all users, only administrators and power users can access the software.

System Tray and System Tray Context Menu

In the System Tray of the application, you will see a tray icon. The tray icon indicates that the application is still running and has not been exited even after you close the user interface.

As mentioned previously, if you double-click the **tray icon**, the application user interface will open. If you right-click the **tray icon**, the System Tray Context menu will open.



The System Tray Context menu contains the following features:

- Open: click to open the application user interface
- Configuration Wizard: click to open the Configuration Wizard
- No Popups: select if you do not want to see any popups in your System Tray
- Show Popups until clicked: select if you want to see the popups until you click the popup message
- Show Popups for 5 seconds: select if you only want to see the popup message displayed for five seconds in the System Tray

  Note: The popup options act as radio buttons, so you can only have one of the three options selected at one time.
- Load at System Startup: PPA allows you to turn on or turn off the ability to run the user interface part of the application at startup. By default, this option is turned-off. When this option is turned on, PPA will launch automatically when you login. You do not have to select this option in order for scheduled communications.

- Exit: click to exit the application. This action also removes the tray icon from the System Tray

Note: If you are running the Windows Vista®, Windows® 2008, Windows® 2008 R2, or Windows® 7 operating system with User Account Control (UAC) enabled, the application will not auto run when you log into the system. You will see a pop-up message in your system tray that indicates the operating system has blocked some startup programs, including the application. To run the application, you can right-click the **popup message**, and select **Run blocked programs**; or launch the application from the Start menu.

Popup Alerts

After you have performed your printer search and enabled alerts, the system will indicate a popup message over your taskbar. If there multiple alerts, you can click the popup message to open the Popup Queue dialog box. The Popup Queue dialog box allows you to view multiple alerts, each with a timestamp indicating when it occurred. If there is only one alert and you click the popup message, you will be directed to the Printer dashboard for easy access to the application.

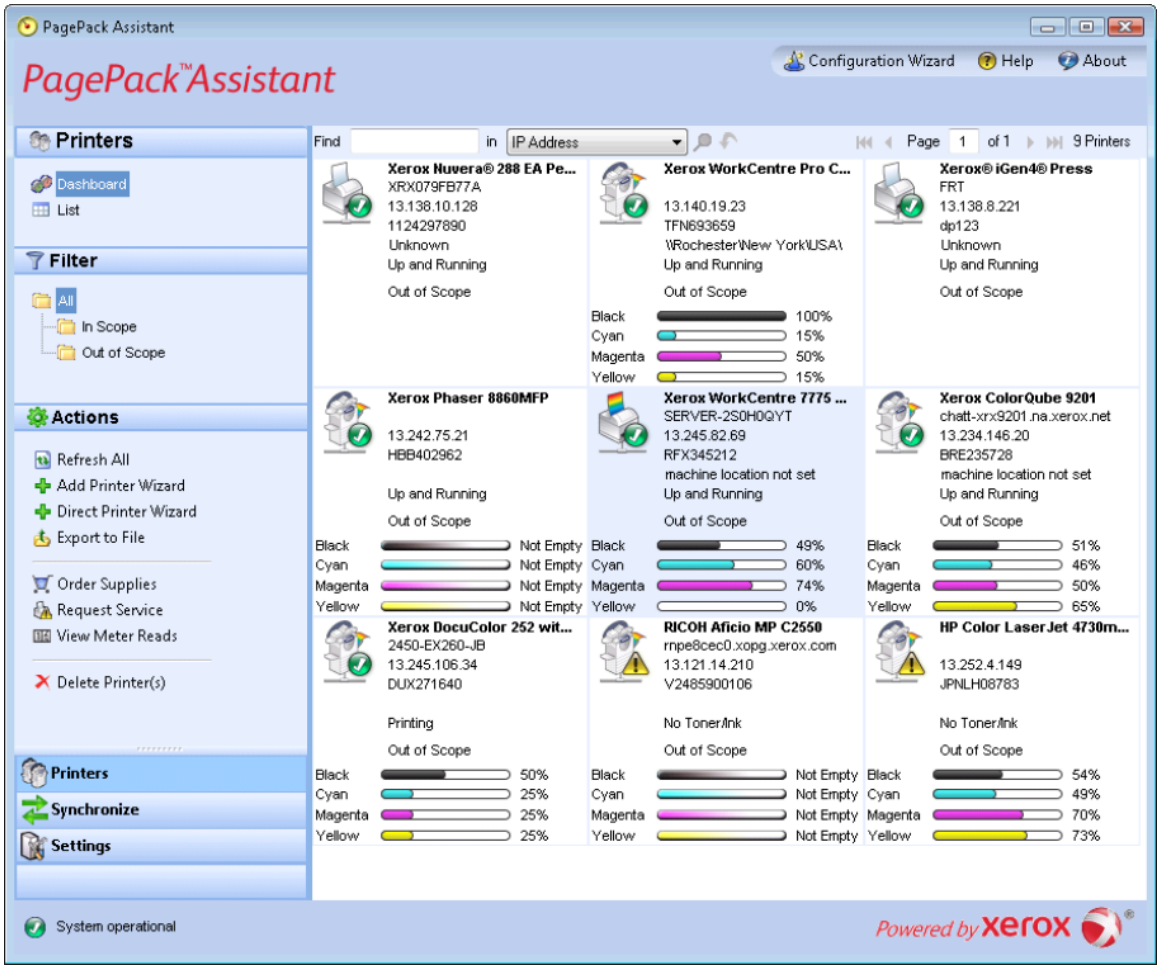
User Interface

The user interface of the application is a powerful and easy-to-use printer management interface.

The application is divided into three key sections:

- Printers: allows you to view printer information, add and delete printers, and go to the customer-facing pages to order supplies, request service, and view meter reads
- Synchronize: allows you to view communication logs, and status as well as update the schedule settings
- Settings: allows you to modify application settings, such as printer search settings, alert preferences, and language options

You can choose which area you want to access by clicking the **Printers**, **Synchronize**, or **Settings** buttons in the left navigation pane.



The main view in the user interface changes depending on which section of the application you have selected. See the Printers, Synchronize, and Settings sections for what views are available in each area.

In addition the three main sections, the application contains a header, which displays the application name and icon as well as links to other application resources.

The header contains the following links:

- click to open the Configuration Wizard

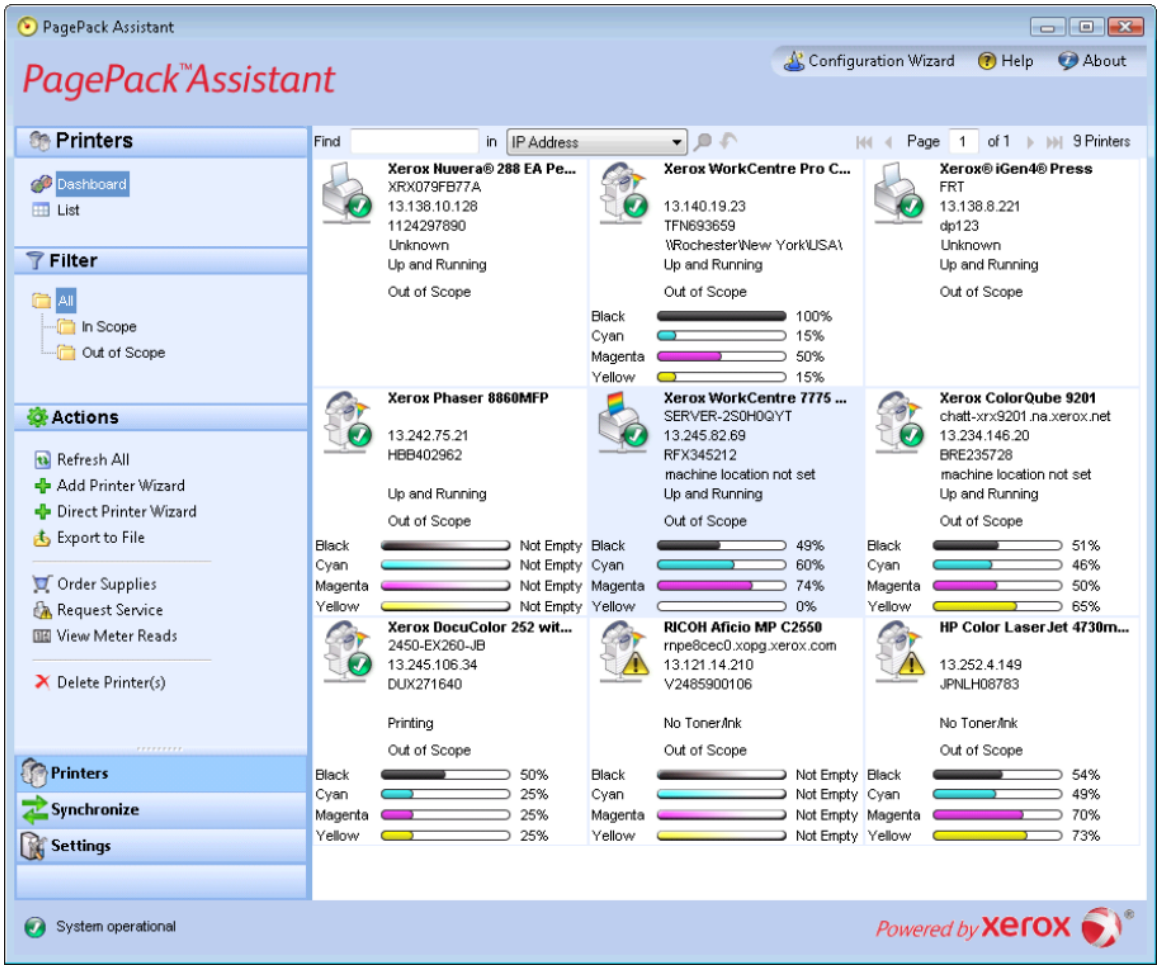
- click to open the online help for the application

- click to open the About dialog box, which contains the software version

By checking the status bar located in the lower left corner of the application interface, you can check the status of communication between the application and XSM as well as determine if the application is searching for printers or collecting printer status.

Printers

To access the Printers section, click the **Printers** button in the left navigation pane of the application. This is the default view when the application first opens.



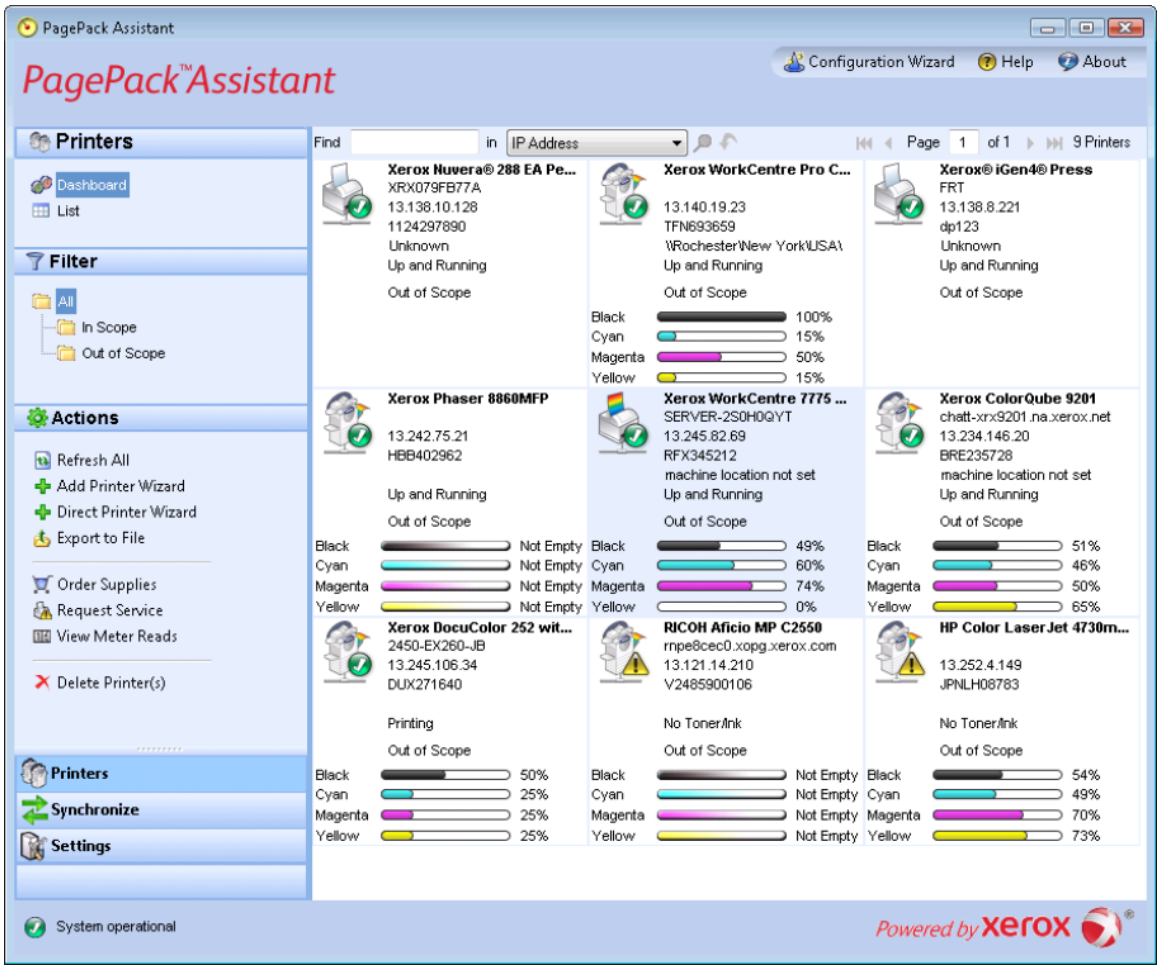
Note: The application supports managing a limited number of printers. If you receive an error message stating that the printer limit was reached, it means that you cannot add any more printers to the application because you have reached the limit. To add new printers, first delete one or more previously found printers. Next, modify the search settings to ensure that the deleted printers are not included within any existing IP address, subnet address, or range of IP addresses; and then use the Add Printer Wizard to add new printers.

Views

The Printers area contains the following views: Dashboard and List.

Dashboard

The first time that you open the application after installation, the Dashboard view opens, indicating the most commonly used data in graphical format. If you are in the List view, click the **Dashboard** button to return to the Dashboard view.



The Dashboard view contains tiles for each printer and it provides a printer context menu for actions.

Tiles

Each printer is represented in a tile format in the Dashboard view.

Each tile contains the following features:

- Printer icon: displays a thumbnail representing the printer type.
- Printer Model: the name of the printer.
- Status icons displayed over a printer icon, which describes the printer type.
- DNS Name: translates the domain name into an IP address.
- Serial Number: the serial number found on the physical printer.
- Printer IP Address: the network address of the printer.
- Printer Status: indicates the status of the printer.

- Indicator Bars for Primary Toner or Ink Levels: toner color and percentage text indicators for the following toner or ink colors if available: cyan, magenta, yellow, and black. The toner or ink level will be indicated as Not Empty for printers that do not support supplies percentage. There are some printers that do not provide any toner or ink level information; therefore, the application will not display the indicator bars for them. You will see the hourglass symbol when supplies have not been retrieved or are in the process of being retrieved.

Printer Context Menu

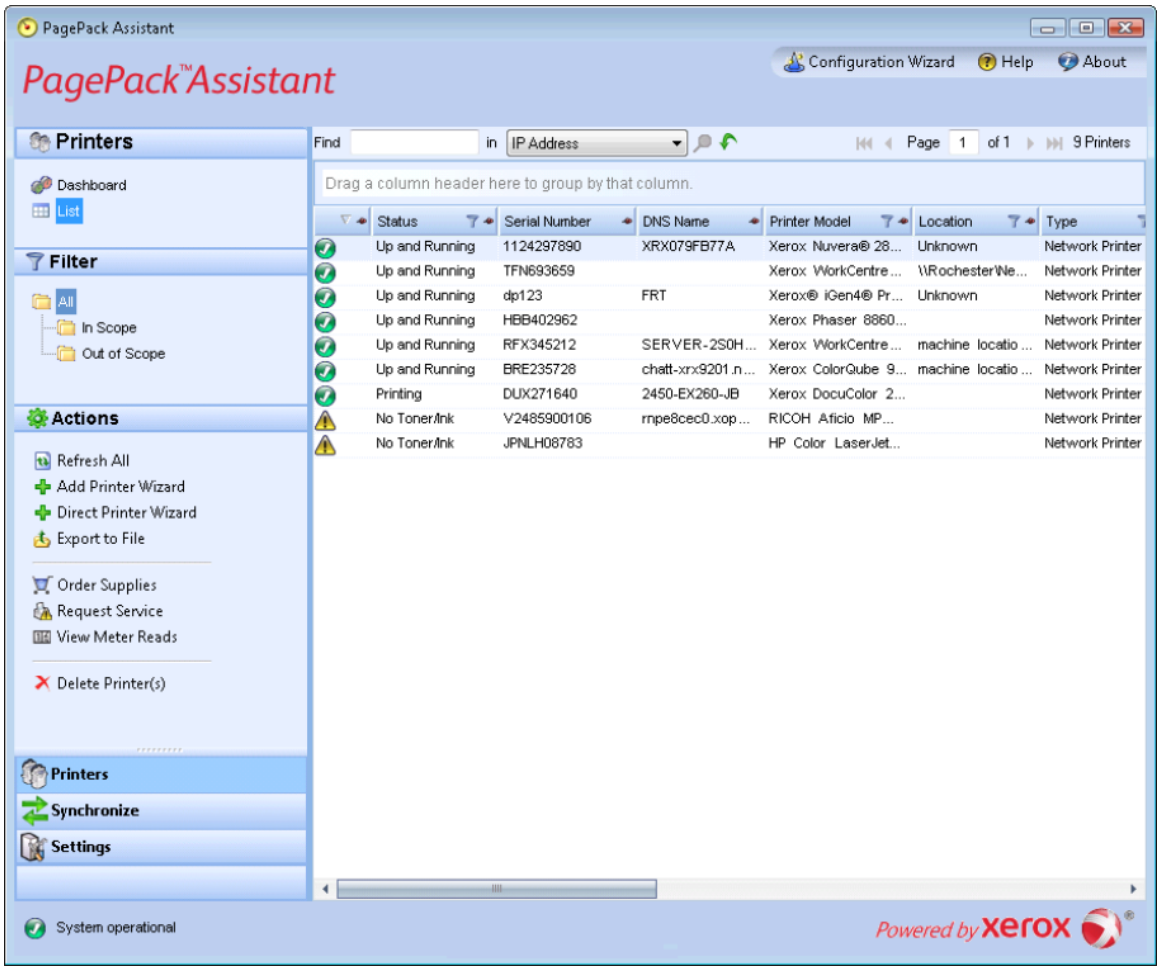
When you right-click a **tile**, the Printer Context menu opens.

The Printer Context menu contains the following features:

- Printer Properties: click to open the Printer Properties pop-up window
- Printer Web Page: click to open the Web page for the printer
- Refresh Selected: click to refresh the tile information
- Delete Printer(s): click to delete printers

List

The List view shows the same information found in the Dashboard view, but in a table format and it contains more columns, allowing you to view more printers and more specific information about those printers.



Note: PPA supports IPv4 and IPv6 printers. PPA will display the IPv6 or the IPv4 address in the IP Address column depending on which protocol was used to search for the printer.

Note: The list view includes the Type field, which distinguishes networked printers from direct printers

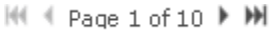
Common Features

In the Printer area, you have access to the following features that are common to both the Dashboard and List views:

- Paging Controls: allow you to navigate easily through your printer list
- Find: look for a specific printer using keyword search criteria

Paging Controls

The Paging Controls allow you to navigate through the printer list, so that you can view a specific page number quickly.



With the paging controls you can:

- Click to jump to the beginning or end of a list
- Move forward or backward through each page in the list
- See the total number of pages in the printer list

Find

The Find feature allows you to search the list of printers based on the search criteria that you input. The search will encompass the entire printer list and not just those printers that are on the displayed page.

The drop-down menu allows you to select the following types of data to search on: IP Address, Printer Model, Manufacturer, DNS Name, Serial Number, Status, Location, and Color Capable. For any of these, you may enter partial or complete strings to match the values with, except for Color Capable, where users may click Yes or No to find the devices accordingly.

1. In the Find field, enter a **search word** or **words**.
2. Click the **drop-down arrow** to select a different find criteria from the list.
3. Click to begin your search.
4. The results are displayed in the pane below.
5. Click to return the List view to the default settings.

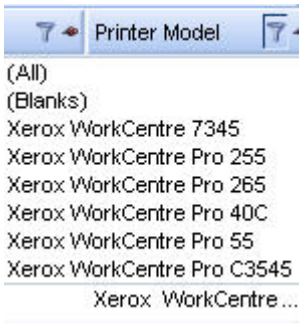
List Features Only

You can use the following features in List view only:

- Filter using the icon:
- Pin a column
- Group printers
- Use the List view context menu
- Sort printer list

Filter

1. From the List view, click in the column you want to filter.
2. A drop-down list opens.

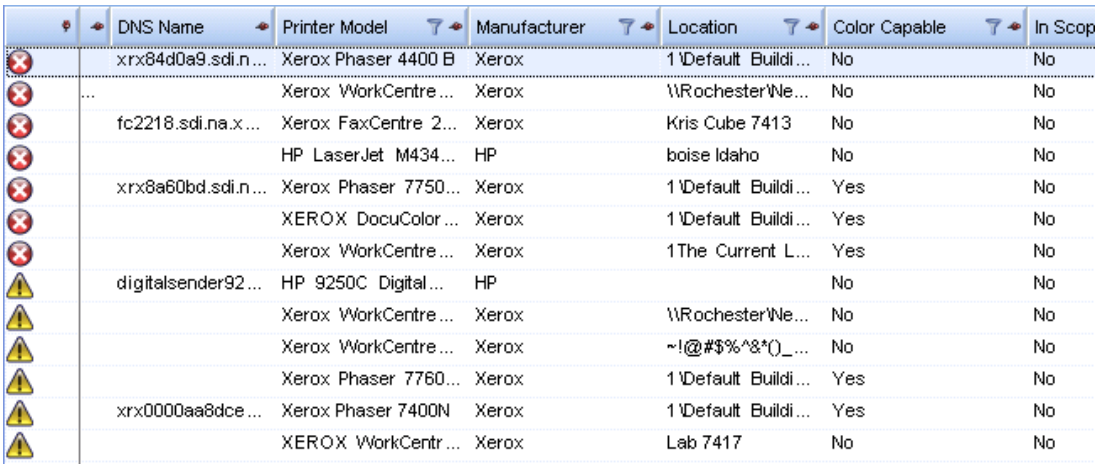


3. From the drop-down list, select the **value** you want to filter by.
4. The application will now filter your list view based on your new criteria.
5. Click to return the List view to the default settings.

   Note: Columns with unique keys, such as Serial Number, IP Address, and DNS Name, do not support filtering.

Pin A Column

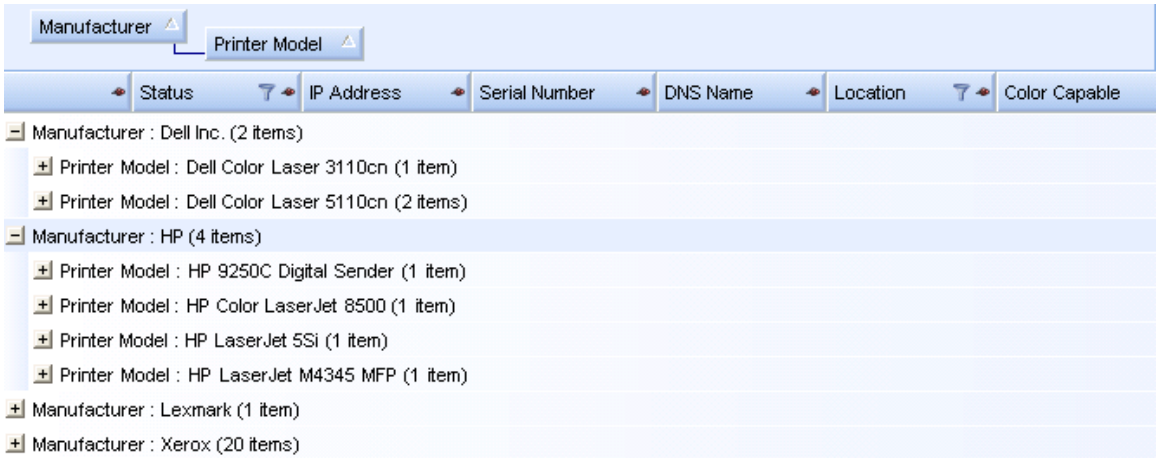
1. In the List view, click in the selected column header.
2. The selected column is now listed first and will remain stationary as you scroll through the other fields.



3. Click to return the List view to the default settings.

Group Printers

1. Drag and drop the column headings to the grey area above the headings to create your groups.
2. For example, you can group printers by manufacturer and further group them according to printer model.



Note: The List view does not support grouping by the IP Address, Serial Number, and DNS Name columns since these columns are unique to each printer and the groupings would only contain one item.

3. Click to return the List view to the default settings.

Sort Printer List

1. Click any column header to sort by the column.
2. The application will display the list sorted according to the column selected.

   Note: The Dashboard and List view default sort order is based on status alert severity. To change the sort order, go to the List view, sort in a different order, select one of the other filters, and then go back to the Dashboard. You will notice that the sort order is no longer the default sort.

3. Click to return the List view to the default settings.

Context Menu

You can customize what columns are indicated in the list view by right-clicking the **column header**. A Context menu with the column list opens. Select the **column name** to enable or disable it in the List view.

Actions

The Printers area contains several actions in the left navigation pane, which you can find and use in the Dashboard and List view.

- Refresh All: click to refresh the printers list on the current page.
- Add Printer Wizard: click to add a network printer or printers to your search.
- Export to File: click to export the printer list to a comma-delimited file on your desktop.

- Delete Printer(s): click to delete a printer from the Dashboard and List view. This action does not delete the printer from the search list. If the printer is still online and within the search criteria, the application will find it again.

This section identifies the following actions and related procedures in more detail:

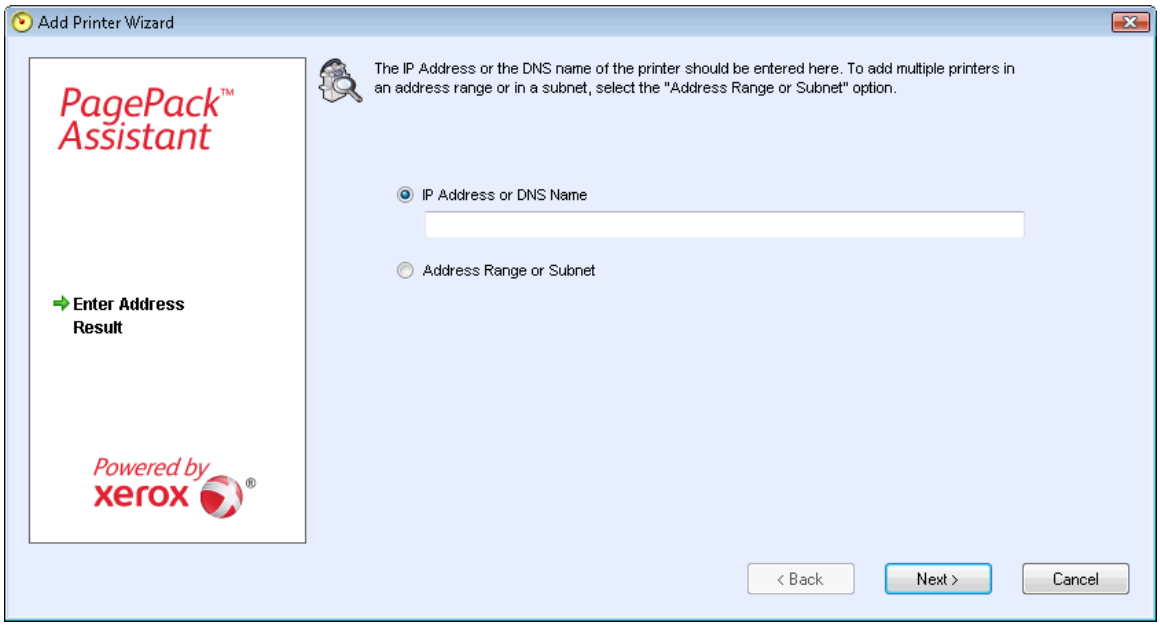
- Add a Printer by IP Address or DNS Name
- Add Multiple Printers with An Address Range or Subnet
- Delete printers
- Export the printer list to a file

Add a Printer by IP Address or DNS Name

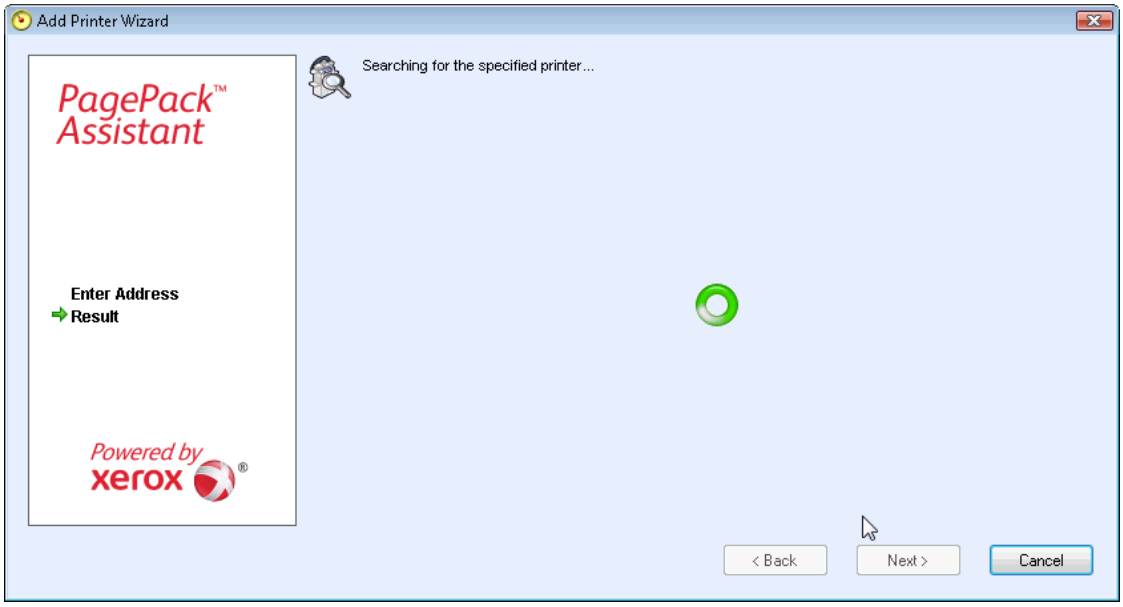
The Add Printer Wizard not only allows you to add a printer to your current list, it can help identify issues with the printer search or SNMP configuration on your network.

In addition, if an IP address has changed and is not within the current search settings, you can use this procedure to add a moved printer back into the list.

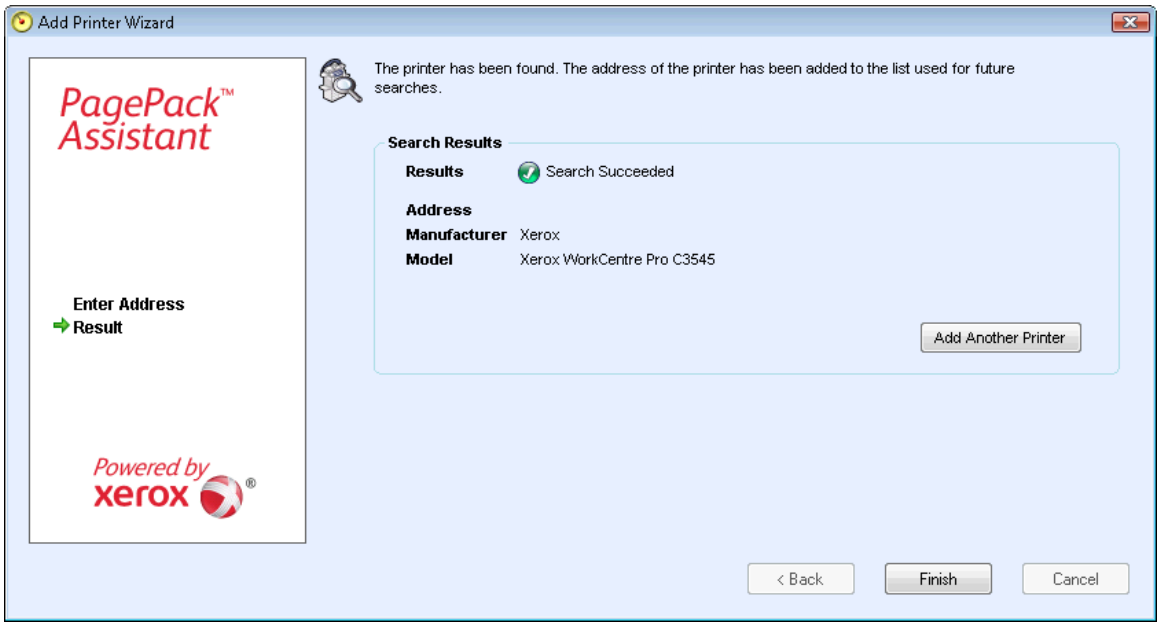
1. From the Actions menu, select **Add Printer Wizard**. The first screen of the wizard opens. By default, the **IP Address or DNS Name** is selected. Click **Next**.



2. A progress screen opens, indicating the status of the printer search.



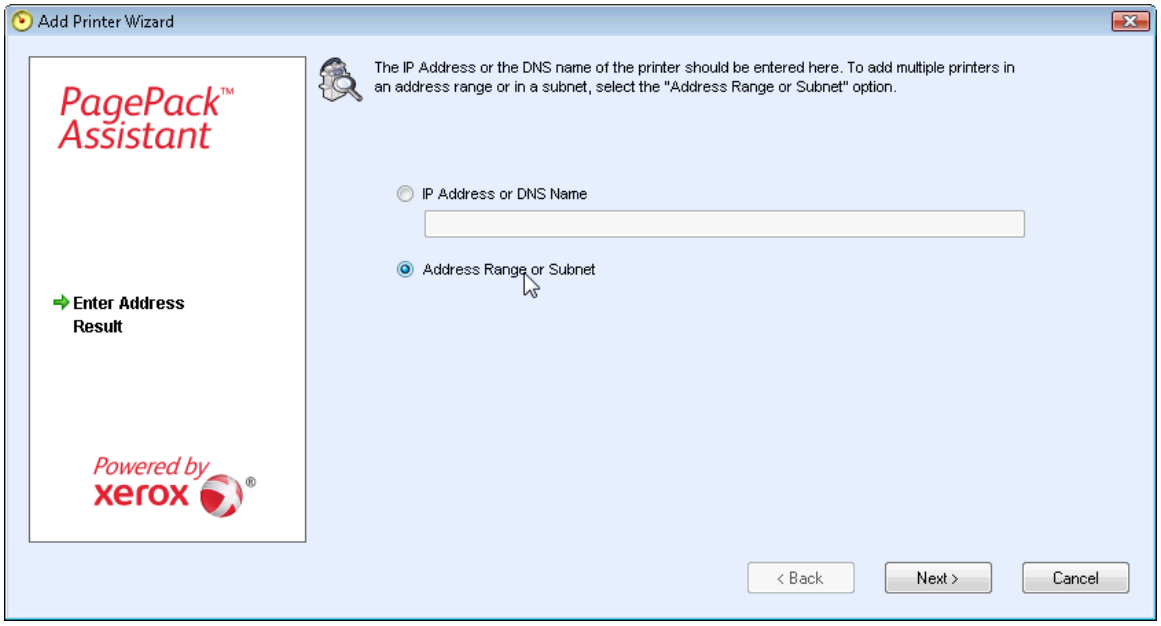
3. Once a printer is found, a results screen will open. Click **Add Another Printer** to search for another printer or click **Finish**.
   - If a printer is not found, the search results describe why the search failed. Click **Back** to verify the entered information or to enter a different address.



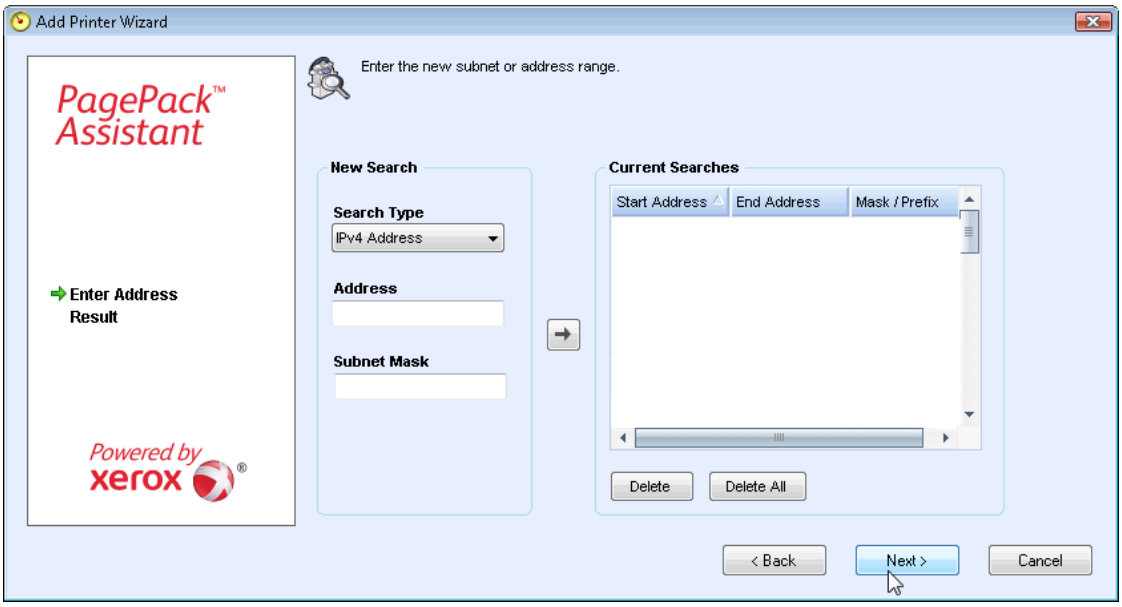
4. Once you have a successful search, the new printers will be added to the printer list. You can use failure information to identify network issues.

Add Multiple Printers with An Address Range or Subnet

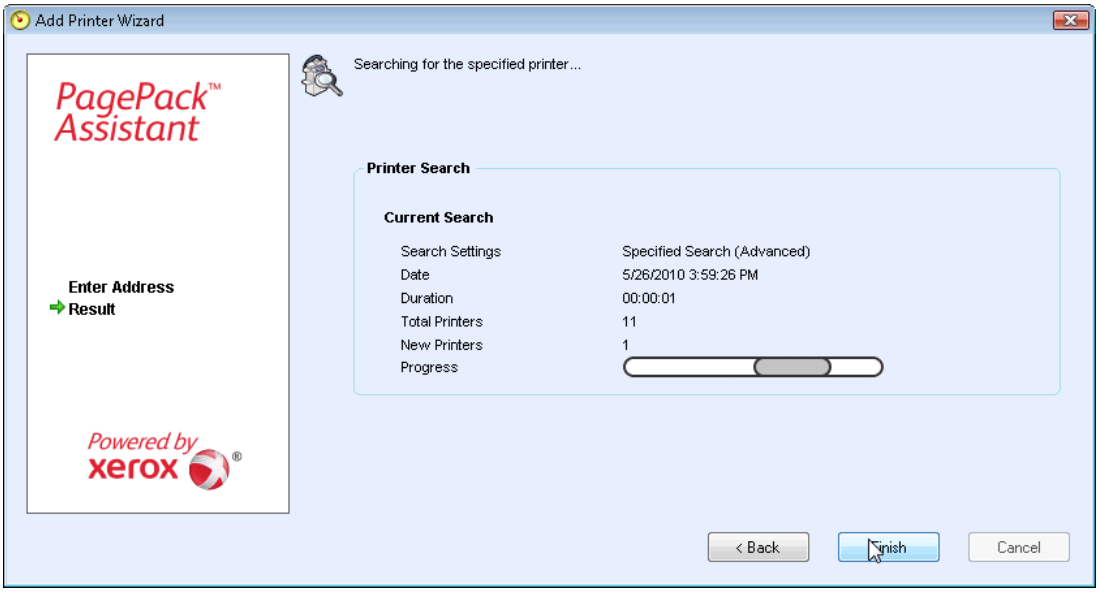
1. From the Actions menu, select **Add Printer Wizard**. The first screen of the wizard opens. By default, the **IP Address or DNS Name** is selected. Select **Address Range or** Subnet to search for multiple printers in an address range or in a subnet.



2. The following screen opens, indicating the current search settings. The changes made here will be reflected in the Specified Search area in the **Settings>Search>Change Settings** section.

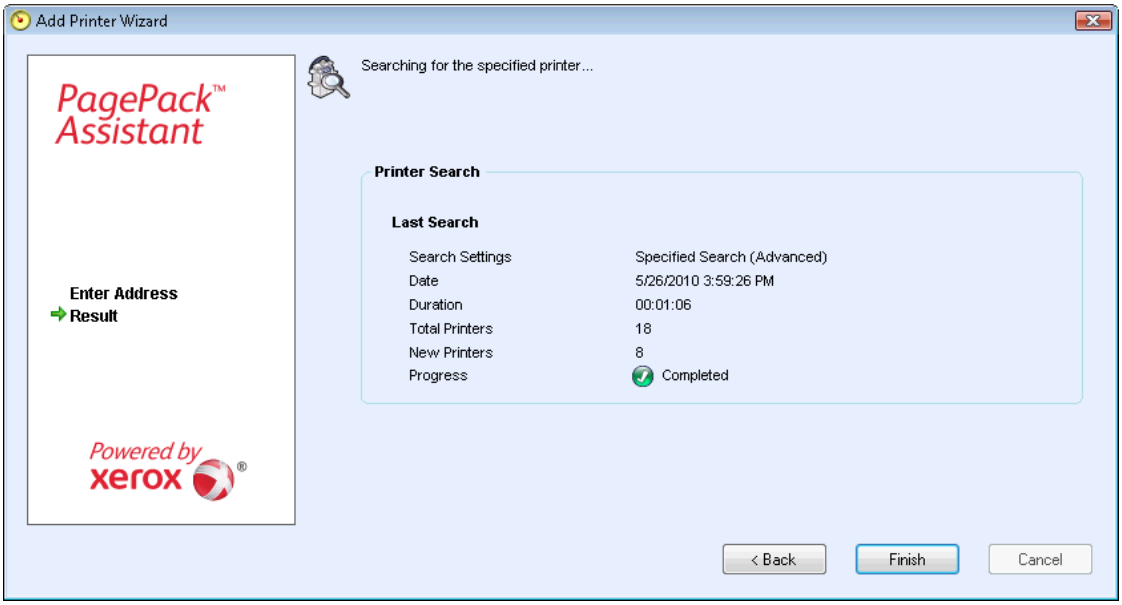


3. Enter or modify your settings and click **Next**. A progress screen opens, indicating the status of the printer search.



Note: You may select **Finish** even if the search is in progress. If you select **Finish** and the search has not completed, you will be prompted to stop the search or allow it to continue. If you allow the search to continue, any new printers will be found and the application will display the status on the status bar on the left-hand side bottom corner that search is in progress or has completed.

4. Once a printer is found, a results screen will open. If your search was successful, you will see a screen indicating that the total number of printers found. Click **Finish**.

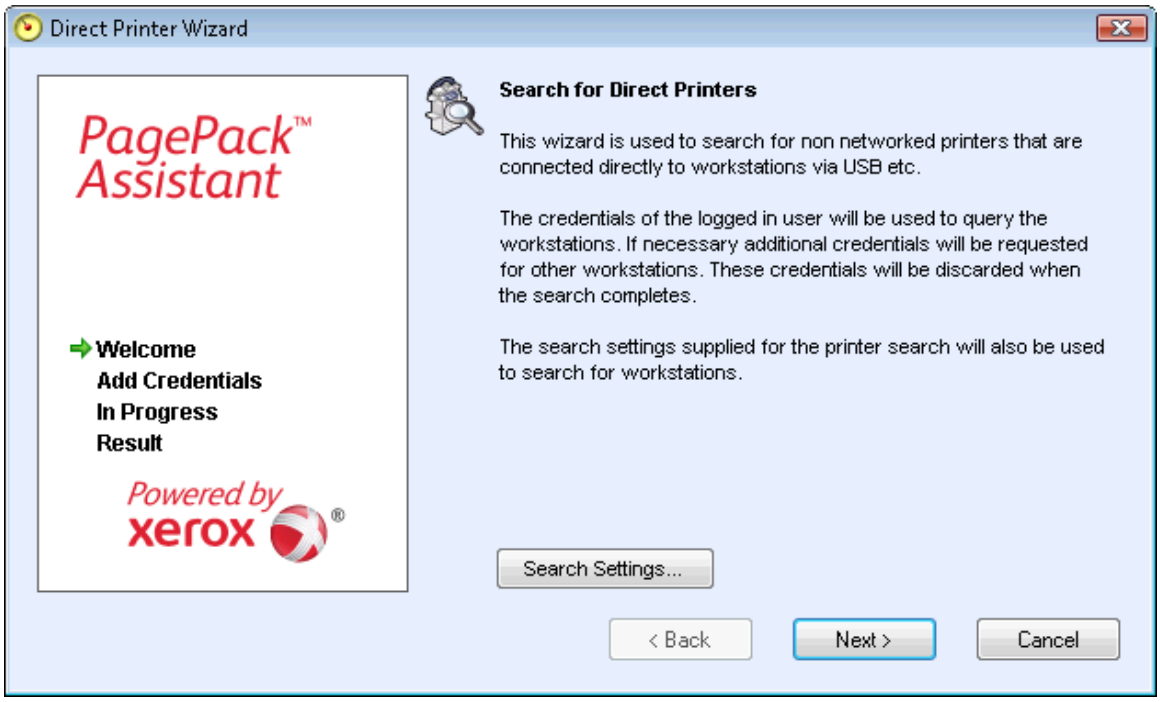


5. Once you have a successful search, the new printers will be added to the printer list.

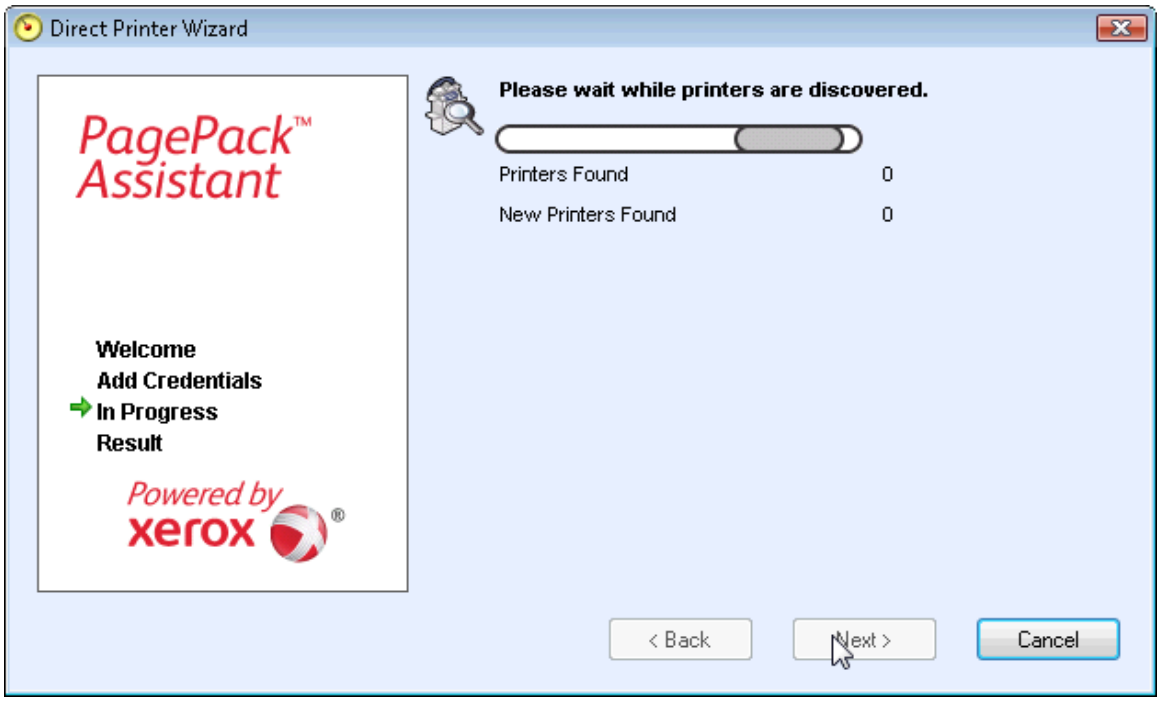
Add Direct Printer

The Direct Printer Wizard allows you to add non-networked printers that are directly connected to workstations via a USB.

1. From the Actions menu, select **Direct Printer Wizard**. The first screen of the wizard, the Add Printer Wizard: Enter Address screen opens.



2. Click **Next**. PPA will begin searching for printers using the same credentials you used to log onto the local workstation. The In Progress screen displays the status of the printer search and updates that number in real time.



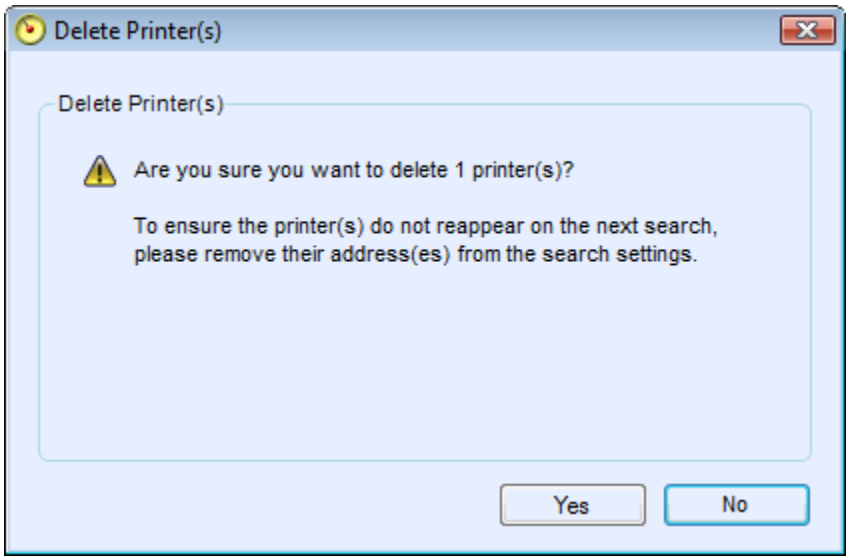
- If PPA requires additional credentials to access other workstations, PPA will display another screen, prompting you for those credentials.

Note: PPA will use these credentials for future direct printer wizard searches until you restart the application.

3. The Result screen displays the directly-connected printers that it found, which PPA will add to the printer list.

Delete Printer

1. Select the **tile(s)** or **row(s)** of the printers that you want to delete.
2. From the Actions or Context menus, click **Delete Printer(s)**.
3. The Delete Printers pop-up window opens.



4. Click **Yes**.
5. The deleted printers are no longer indicated on the List or Dashboard views.

   Note: If a deleted printer is still on the network and the search criteria (IP Address range) includes the address of the printer, it will be added again at the next scheduled search.

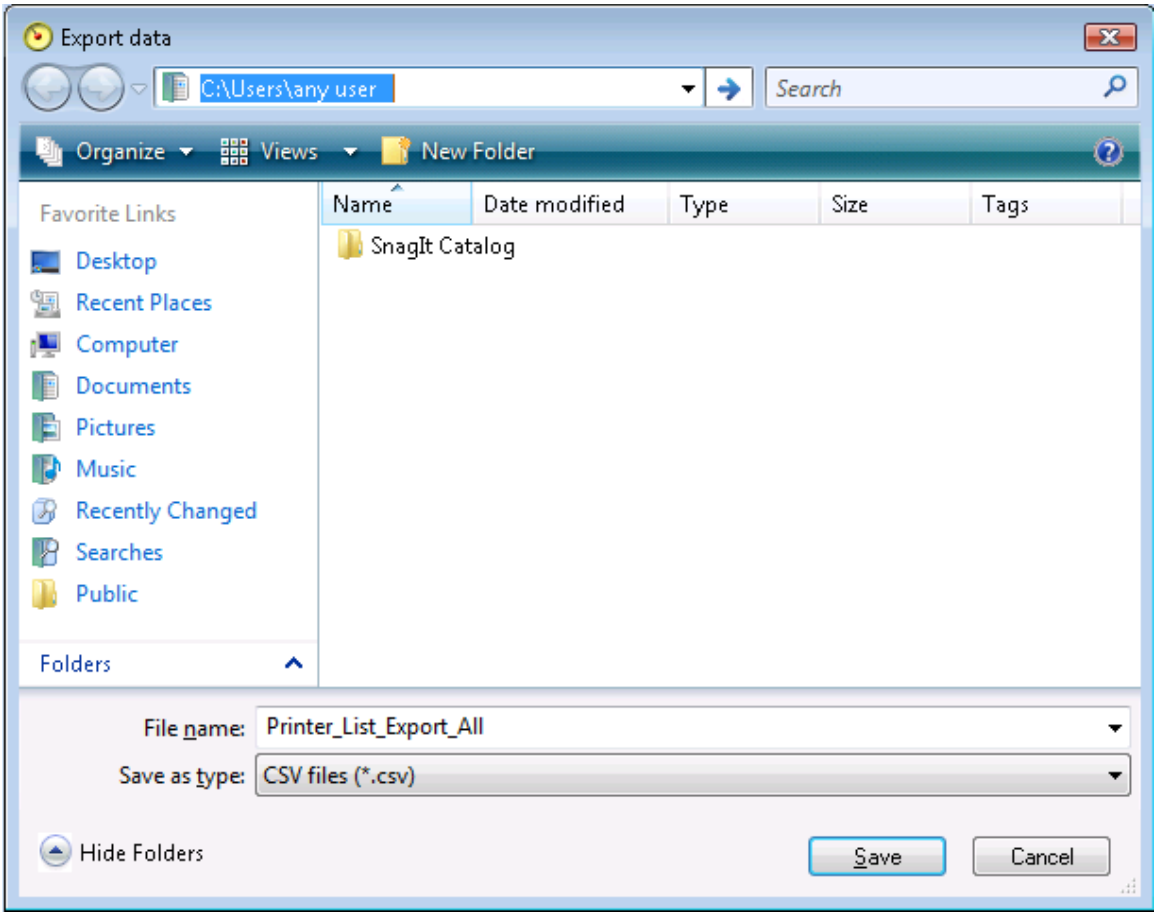
Export the Printer List

You can export the discovered printer list for import into XSM via a CSV file. Make sure all the model names map to the same model alias in XSM, insert the information into an XSM template, and finally import the information into XSM.

Note: If you accidentally selected **Skip Printer Export** during the initial run of the configuration wizard, go to the **Synchronize>Change>Settings>Printer Export** section of the application and select the **Enable Printer Export** radio button to export the printer data to XSM.

Note: For instructions on how to change your printer export settings, see the Configuration section.

1. From the Left Navigation pane, select **Printers>Dashboard** or **List** and **Actions>Export to File**. The Export data dialog box opens.



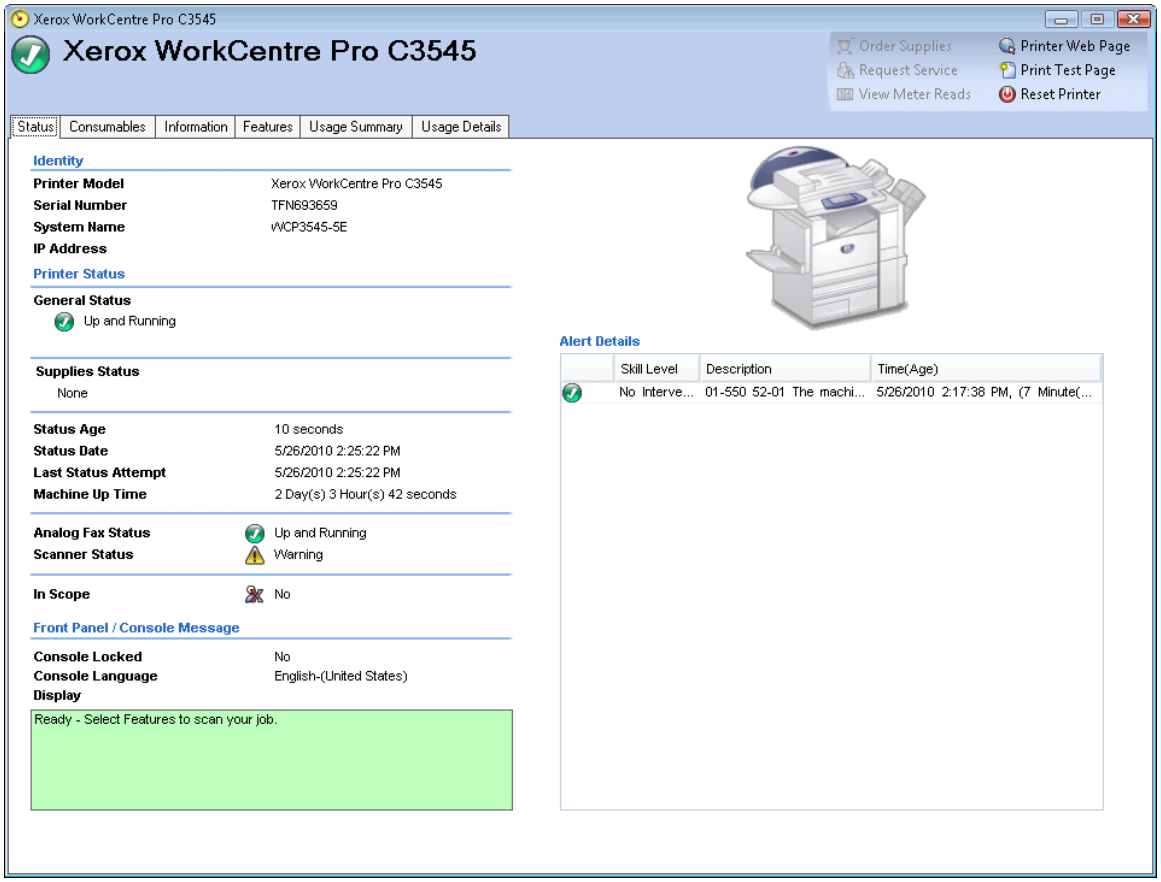
2. Navigate to a location on your computer where you want to save your CSV file and name the file for easy identification. When you are finished, click **Save**.
3. The Export to File dialog box displays a message indicating that your export was successful. Click **OK**.

Printer Properties

In the application, you can access the printer properties for a selected printer by:

- In Dashboard view, double-click the **tile**
- In List view, double-click the **row**
- From the printer context menu on the tile or the row, select **Printer Properties**

The printer properties screens are now displayed.



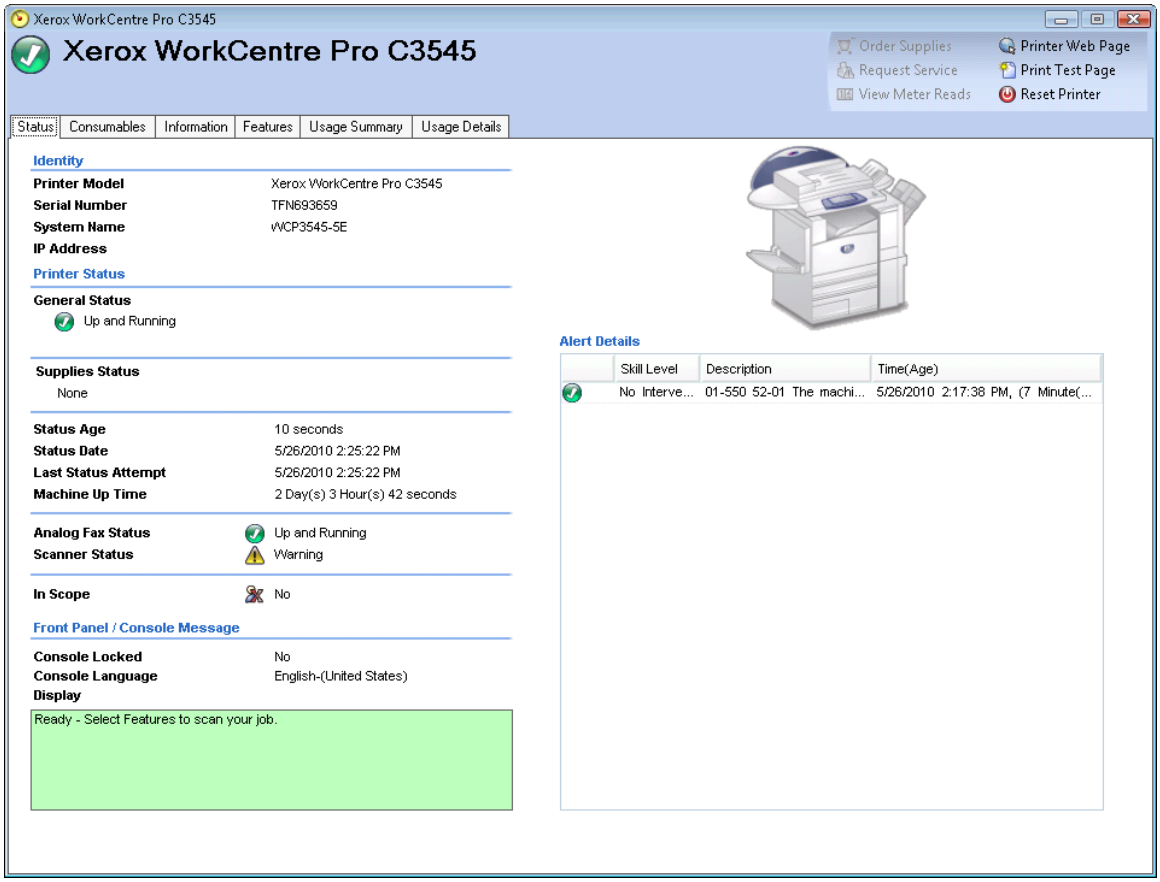
The printer properties screens contain six tabs:

- Status
- Consumables
- Information
- Features
- Usage Summary
- Usage Details

Above the tabs, you will find the following information and controls:

- Printer Model: the name of the printer
- Printer Status: the printer's current state: , , and
- Printer Web Page: click to view the printer's Web page
- Print Test Page: click to send a test page to the printer
- Reset Printer: click to reset the printer

Status



The Status tab contains the following sections:

- Identity
- Printer Status
- Front Panel/Console Message
- Alert Details

Identity

Feature	Description
Printer Model	represents the name of the printer
Serial Number	represents a unique identity assigned by the manufacturer of the printer
System Name	typically used to expose a friendly name for the printer
IP Address	indicates the network address used by the printer

Printer Status

Feature	Description
General Status	identifies the printer's current status via icons
Supplies Status	indicates if supplies are needed
Status Age	identifies how long since the last status was retrieved from the printer
Status Date	indicates the MM/DD/YYYY date (the format may change depending on your printer's geographic location) and that the printer has been at the current status
Last Status Attempt	indicates the MM/DD/YYYY date and that the application attempted to retrieve the printer status
Machine Up Time	indicates the MM/DD/YYYY date and that the printer has been running
Analog Fax Status	identifies the current state of the analog fax via a status icon
Scanner Status	identifies the current state of the scanner via a status icon

Front Panel/Console Message

Feature	Description
Console Locked	indicates when the printer cannot be configured using the local console screens without administrator-equivalent privileges
Console Language	indicates the language in which the console message is displayed
Display	provides the text exposed on the local console of the printer

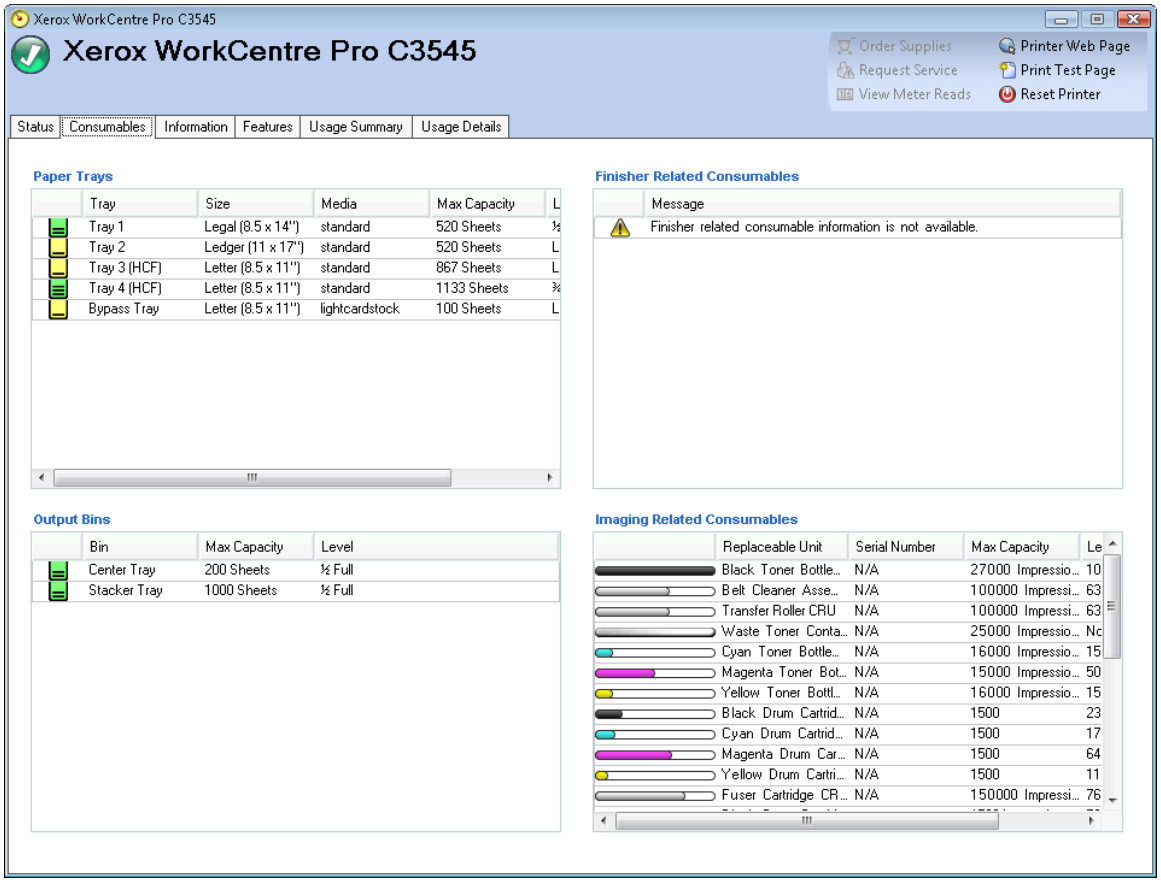
Alert Details

Feature	Description
Status Icon	represents the severity of each alert condition (i.e. warning, critical, ok, etc.)
Skill Level	represents the level of knowledge required to resolve the current alert condition
Description	provides detailed information about the current alert condition within the printer and, for most Xerox printers, may include a status code, a description of the alert condition, a repair action required to eliminate that alert condition, and the state of printing and other services available within the printer
Time (Age)	indicates when the alert condition actually occurred within the printer as well as the duration of that alert condition (time value enclosed within parentheses)

Note: Clicking **Refresh** or **Refresh Selected** will only update the Dashboard and List View data; it will not update the printer information. If printer status gets updated in the database, but that information is newer than five minutes, the application will assume the database is correct and not retrieve the more recent information from the printer. To ensure you see the latest printer information on the Printer Properties page, use one of these two procedures:

- Re-open the Printers Properties page after five minutes has elapsed from the last status retrieval. You can verify when the last status retrieval occurred by looking at the Status Age field on the Status tab.

Consumables



The Consumables tab contains the following sections:

- Paper Trays
- Output Bins
- Finisher Related Consumables
- Imaging Related Consumables

Paper Trays

Feature	Description
Tray	represents the name of the tray which contains paper
Size	indicates the size of the paper contained within the paper tray
Media	indicates the type of media currently loaded within the paper tray
Level	represents the current level of paper contained within the paper tray using icons

Output Bins

Feature	Description
Bin	represents the name of the output tray
Max Capacity	indicates the maximum amount of paper that can be held within the output tray
Level	represents the current level of paper contained within the paper tray using icons

Finisher Related Consumables

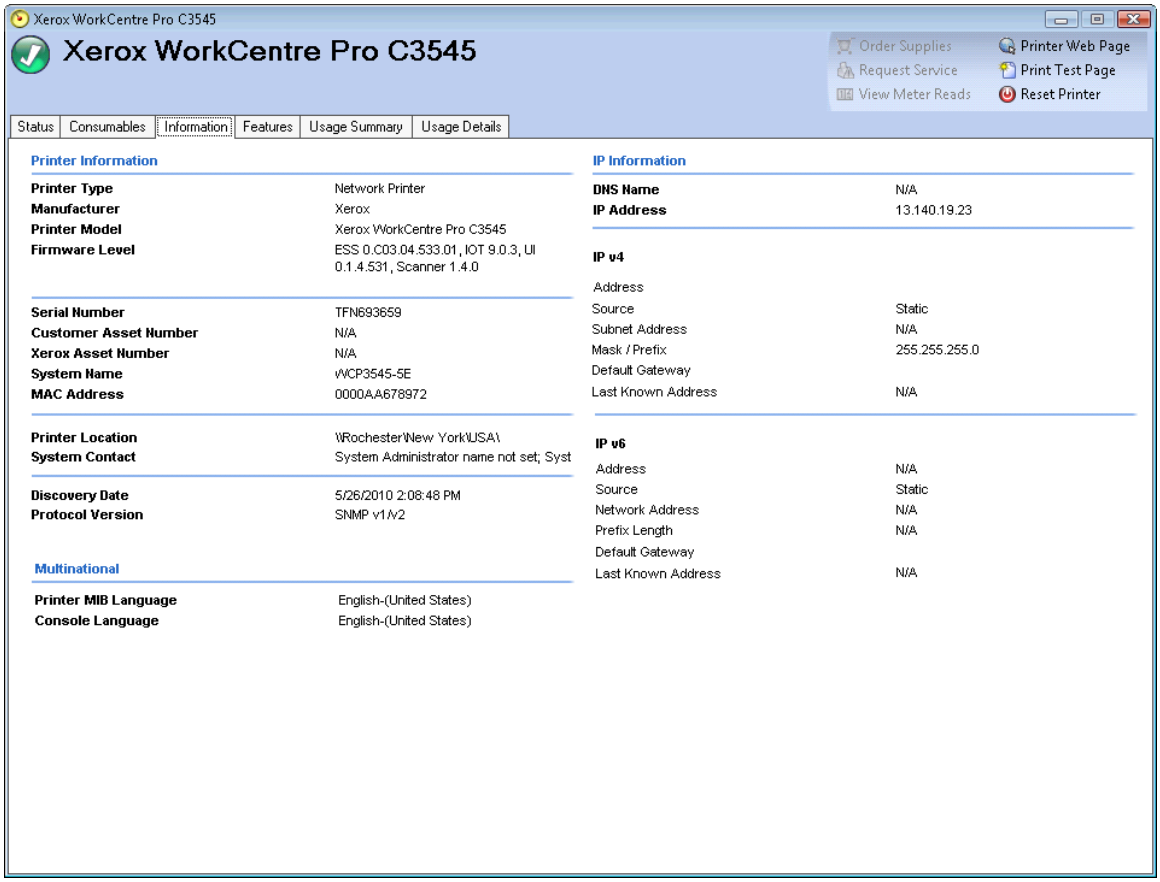
Feature	Description
Replaceable Unit	represents the name of an finisher-related consumable that can be replaced within the printer
Max Capacity	indicates the maximum amount of the consumable that is available
Level	represents the current level of consumable

Imaging Related Consumables

Feature	Description
Replaceable Unit	represents the name of an imaging-related consumable that can be replaced within the printer
Max Capacity	indicates the maximum amount of the consumable that is available
% Remaining	indicates the current amount of the consumable that is left in the printer
Serial Number	indicates the consumable cartridge serial number
Installation Date	indicates the date the last time that the consumable was replaced

Note: If you enable and disable the IPv6 configuration multiple times during the discovery of the Phaser® 6360DX printer, the printer will stop supplying some information once you reach the given threshold. As a result, the Dashboard view and the Consumables tabs will be missing certain consumables values. To reset the printer and ensure that the values are captured successfully, wait 24 hours before you retry the device.

Information



The Information tab contains the following sections:

- Printer Information
- Multinational
- IP Information

Printer Information

Feature	Description
Printer Type	represents a classification for the network printer
Manufacturer	indicates the vendor that produced the printer
Printer Model	represents the name of the printer
Firmware Level	indicates the version of the software modules and sometimes the hardware modules contained within the printer
Serial Number	represents a unique identity assigned by the manufacturer of the printer – you can copy and paste the number from this field
Customer Asset Number	represents the unique number used to track the printer as an asset
Xerox Asset Number	represents the unique number used by Xerox to track the printer as an asset
System Name	typically used to expose a friendly name for the printer

Feature	Description
MAC Address	represents the physical address of the printer at the hardware level
Printer Location	represents the physical location of the printer
System Contact	typically indicates the person responsible for the printer
Discovery Date	indicates the date and time when the printer was first detected by the application
Protocol Version	indicates the protocol and version of that protocol used to search for the printer q

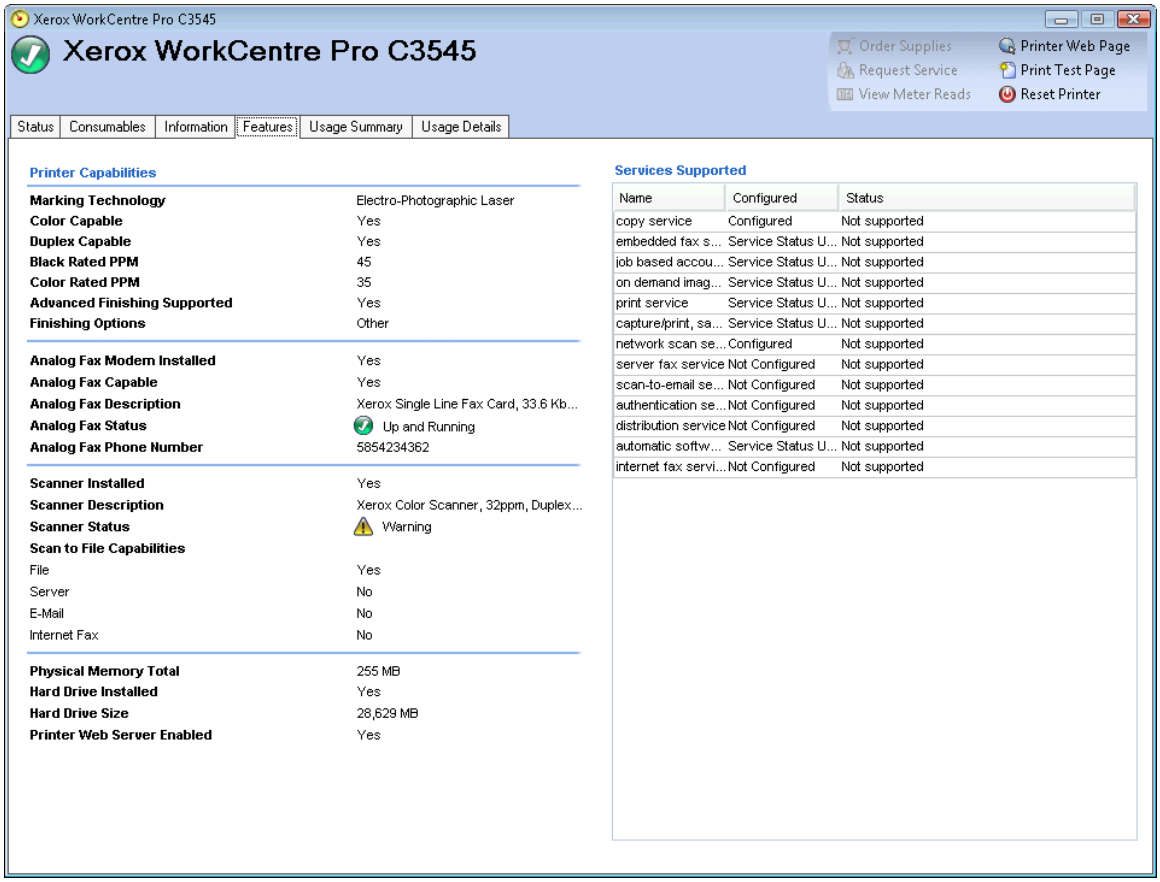
Multinational

Feature	Description
Printer MIB Language	indicates the language of the text exposed for the printer's implementation of RFC 3805 - The Printer MIB v2
Console Language	indicates the language of the text exposed on the local console of the printer

IP Information

Feature	Description
DNS Name	represents the identity of the printer when using the Domain Name Services portion of the TCP/IP protocol suite
IP Address	represents the network address used by the printer
IP v4	If the printer was found with an IPv4 address, the following fields are populated: Address – represents the IPv4 address Source - represents how the printer's IP address was assigned (i.e. DHCP, static, etc.) Subnet Address - represents the subnet portion of the printer's IP address Mask/Prefix - represents the portion of the printer's IP address that should be considered as the printer identifier and which portion should be considered as the subnet address Default Gateway - represents the network address of the default router connected to the local subnet to which the printer is connected Last Known Address – represents the last known IP address of the selected printer
IP v6	If the printer was found with an IPv6 address, the following fields are populated: Address – represents the IPv6 address Source - represents how the printer's IP address was assigned (i.e. DHCP, static, etc.) Network Address – represents the network address of the printer Prefix Length – represents the numerical length of the prefix Default Gateway - represents the network address of the default router connected to the local subnet to which the printer is connected Last Known Address – represent the last known IP address of the selected printer

Features



The Features tab contains the following sections:

- Printer Capabilities
- Services Supported

Printer Capabilities

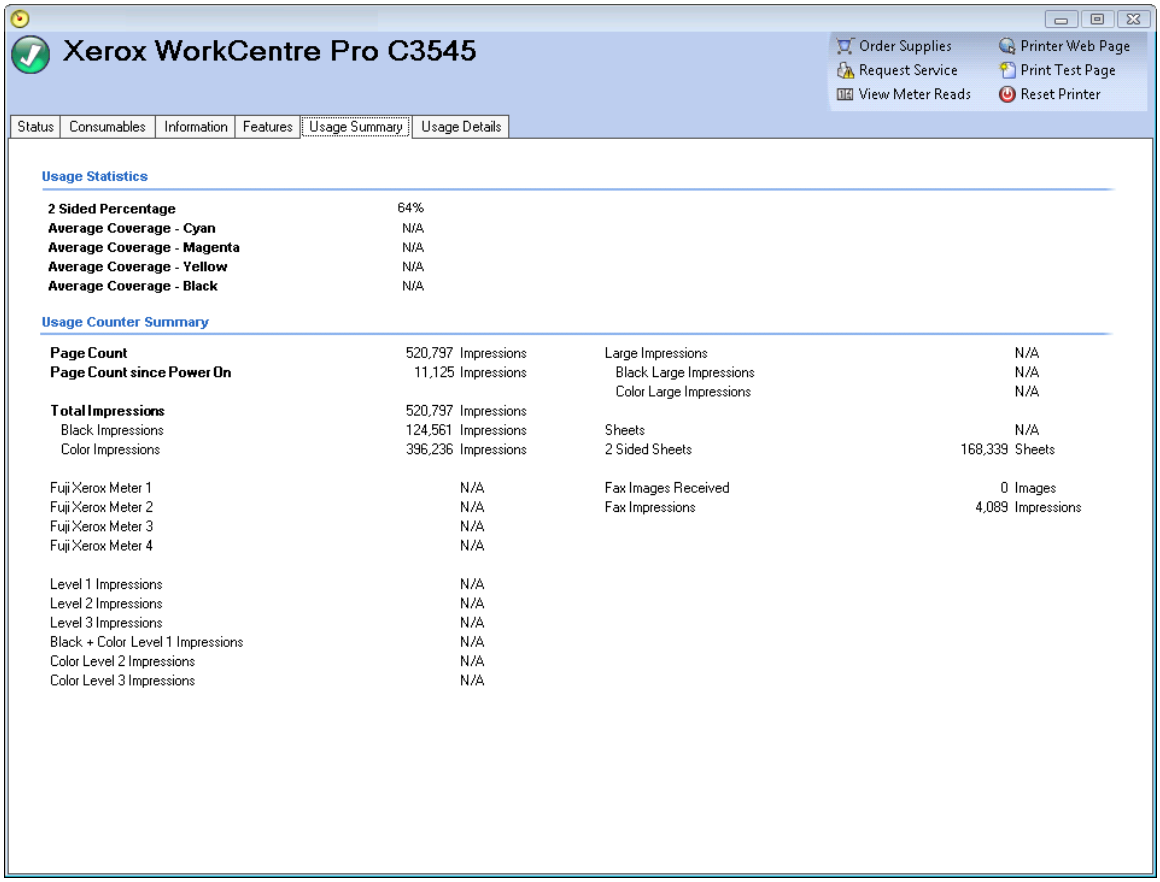
Feature	Description
Marking Technology	represents the type of technology contained within the printer to generate marks on paper (e.g. laser, solid ink, etc.)
Color Capable	indicates when a printer supports color printing
Duplex Capable	indicates when the printer is configured to generate prints on both sides of the paper
Black Rated PPM	indicates how fast a printer can produce black images on a single sheet of paper
Color Rated PPM	indicates how fast a printer can produce color images on a single sheet of paper
Advanced Finishing Supported	indicates when a printer contains finishing capabilities
Finishing	indicates the type of finishing capabilities supported by the printer such as staple, bind, fold, punch, stack, insert, etc.

Feature	Description
Analog Fax Modem Installed	indicates when an Analog Fax Modem is installed on the printer
Analog Fax Capable	indicates when the Analog Fax services is enabled on the printer
Analog Fax Description	provides more hardware-related details about the Analog Fax Modem
Analog Fax Status	indicates the status of the Analog Fax service and related hardware
Analog Fax Phone Number	indicates the phone number used by the Analog Fax Modem
Scanner Installed	indicates when a Scanner module is installed in the printer
Scanner Description	provides more hardware-related details about the Scanner module installed within the printer
Scanner Status	indicates the status of the Scanner module
Scan to File Capable	indicates when the Scan-to-File service is enabled for use within the printer
Scan to Server Fax Capable	indicates when the Scan-to-Server Fax service is enabled for use within the printer
Scan to E-mail Capable	indicates when the Scan-to-E-mail service is enabled for use within the printer
Internet Fax Capable	indicates when the Scan-to-Internet Fax service is enabled for use within the printer
Physical Memory Total	indicates the amount of physical memory installed on the network controller printer
Hard Drive Installed	indicates when a hard disk has been installed in the printer
Hard Drive Size	indicates the size of the hard disk installed in the printer
Printer Web Server Enabled	indicates when the embedded Web server feature of the printer is enabled

Services Supported

Feature	Description
Name	represents the name of a service supported on the printer
Configured	indicates when a service is configured for use on the printer
Status	indicates the current status of a service on the printer; also indicates the impact that alert conditions have on a service

Usage Summary



The Usage Summary tab contains the following sections:

- Usage Statistics
- Usage Counter Summary

Usage Statistics

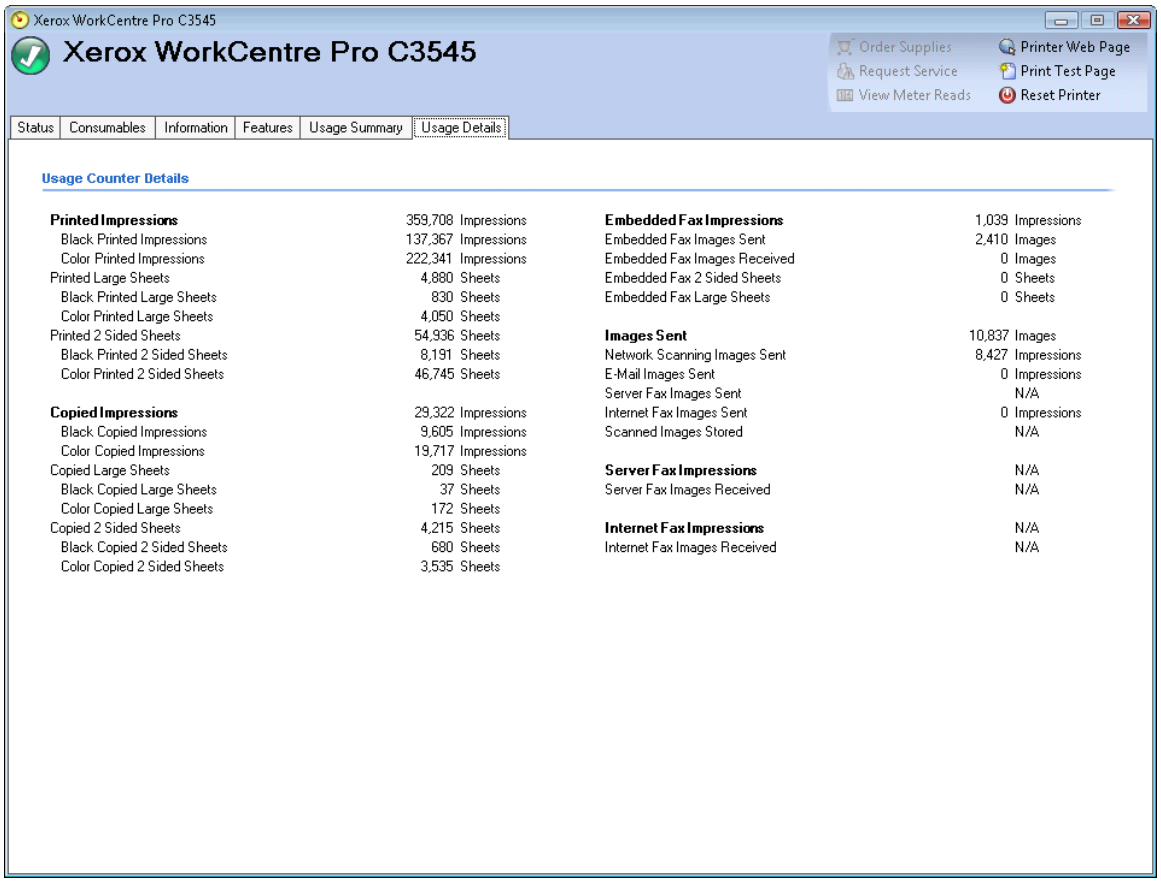
Feature	Description
2 Sided Percentage	represents the percentage of pages generated by the printer that have been imaged on both sides of a sheet of paper
Average Coverage - Cyan	represents the percentage of paper is covered by cyan
Average Coverage - Magenta	represents the percentage of paper is covered by magenta
Average Coverage - Yellow	represents the percentage of paper is covered by yellow
Average Coverage - Black	represents the percentage of paper is covered by black

Usage Counter Summary

Feature	Description
Page Count	indicates the number of pages that have been produced by the printer
Page Count Since Power On	indicates the number of pages that have been produced by the printer since it

Feature	Description
	was last powered on
Total Impressions	indicates the total volume generated by the printer based upon color and service
Large Impressions	represents the volume generated by the printer that were bigger than legal-sized pages (> 8.5”x14”)
Sheets	indicates the number of pages generated by the printer

Usage Details



The Usage Details tab contains the following section:

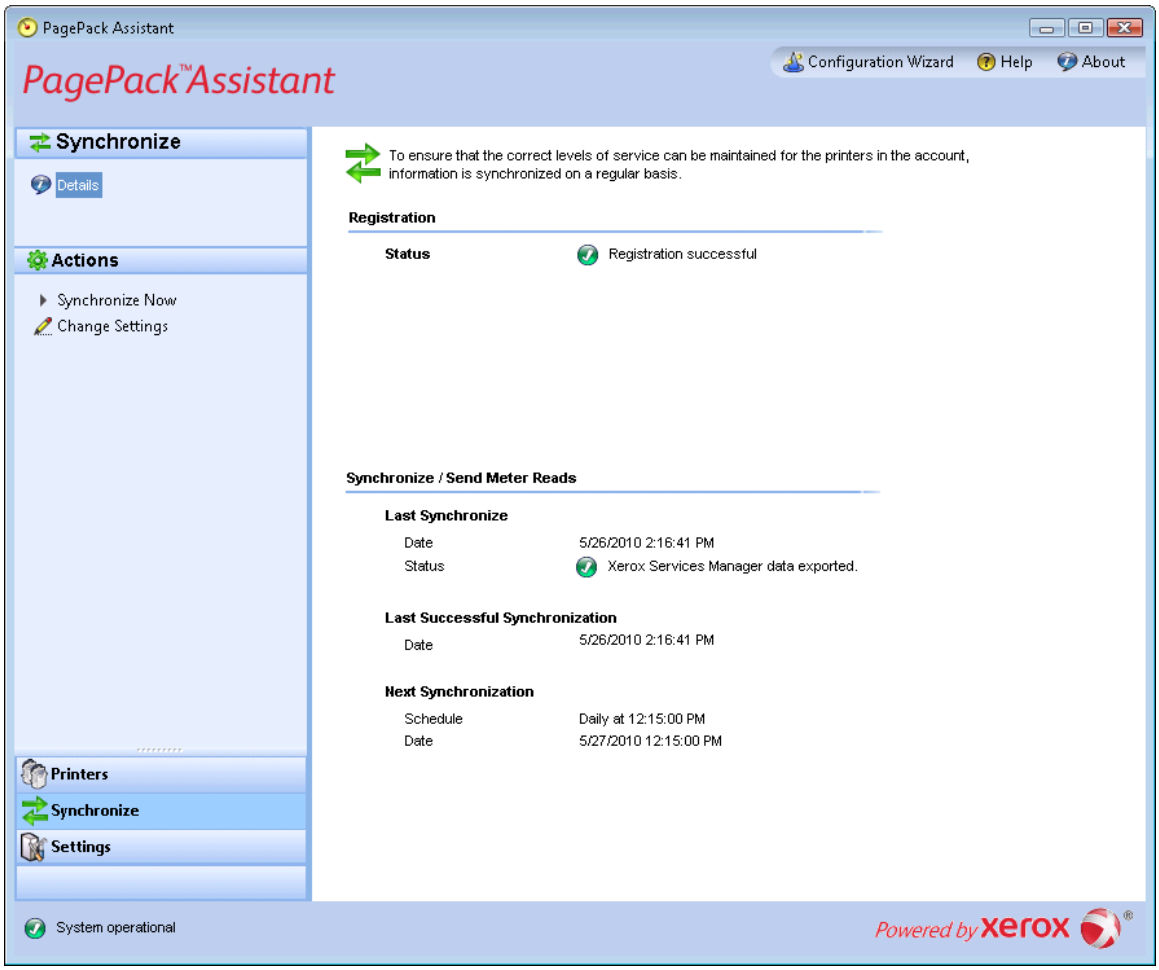
- Usage Counter Details

Usage Counter Details

This section contains secondary information about meters.

Synchronize

To access the Synchronize area, click the **Synchronize** button in the left navigation pane of the application.



The Synchronize area allows you to synchronize data between the application and XSM, change synchronization settings, as well as review registration status. To ensure that printers are maintained at the correct levels of service, you should regularly synchronize information with XSM. To review or modify synchronization settings, go to the Left Navigation pane, and choose **Synchronize**. The Synchronize screen opens.

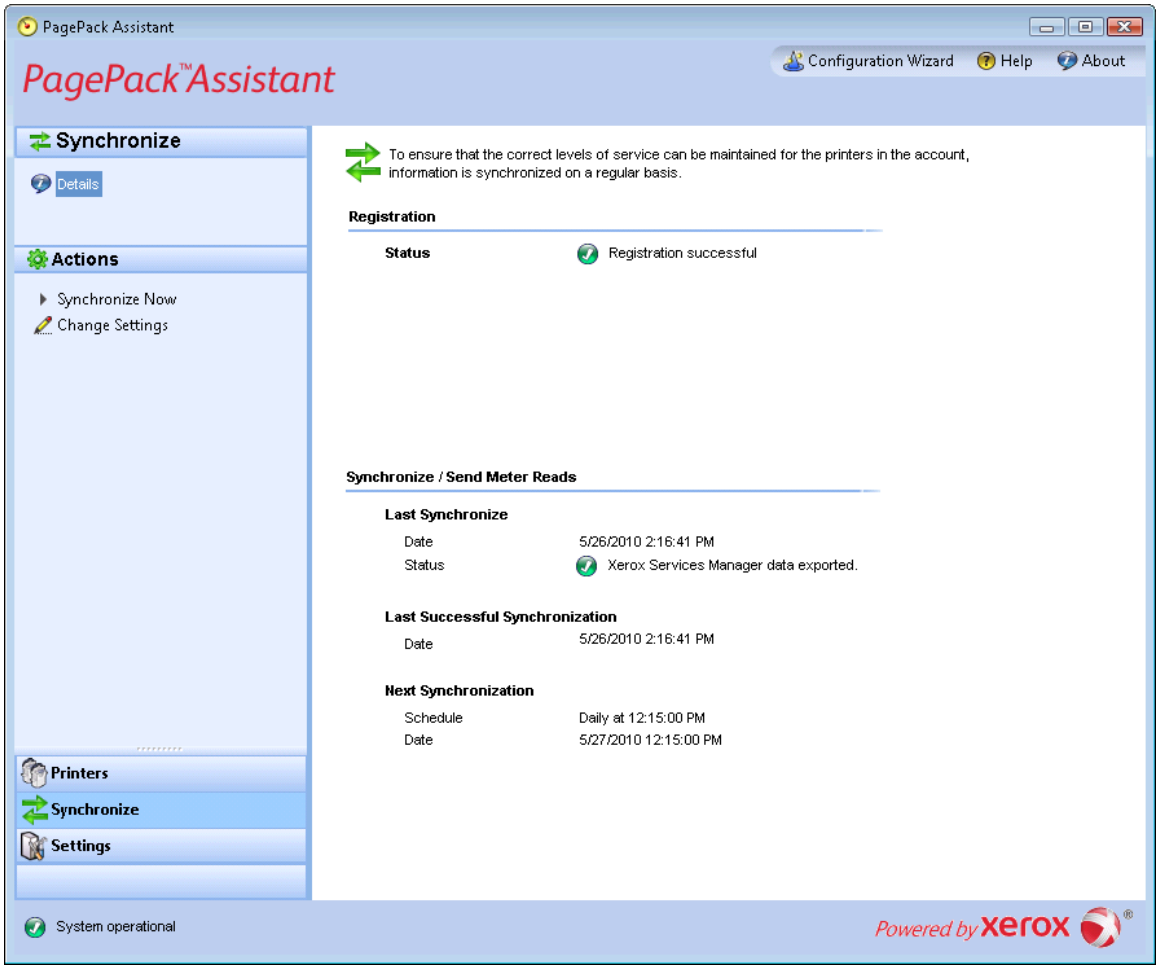
The Synchronization window displays the last time that the application retrieved information from the networked printers and when it last communicated meter reads to XSM. The screen also indicates the last successful synchronization and the next scheduled synchronization information.

Views

The Synchronize area contains the Details view.

Details

Click **Details** to see the Details view, which is shown by default.



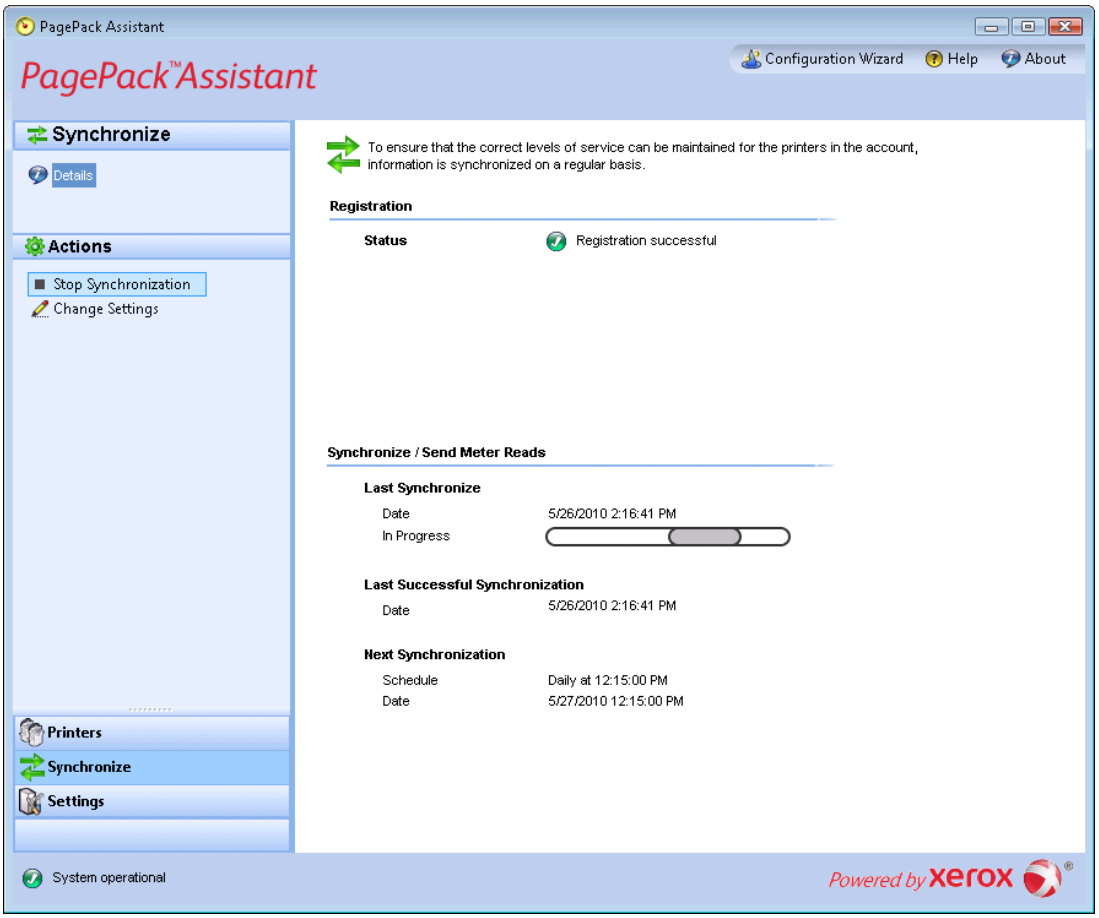
The Details view contains the following features:

Feature	Description
Registration	indicates, with an icon, whether or not registration was successful
Synchronize/Send Meter Reads	indicates the following: • Last Synchronize: date, time, and status of the last synchronization attempt • Last Successful Synchronization: date and time • Next Synchronization: current schedule, date, and time
Printer Export Message	displays if the printer export is currently in progress

The Details view contains the following actions: Synchronize Now/Stop Synchronize and Change Settings.

Synchronize Now/Stop Synchronization

1. From the Left Navigation pane, click ▶ to start the synchronization. When the synchronization is in progress, this icon changes to ■, allowing you to stop the synchronization.
2. Under the Synchronize/Send Meter Reads section, you will notice a progress bar.



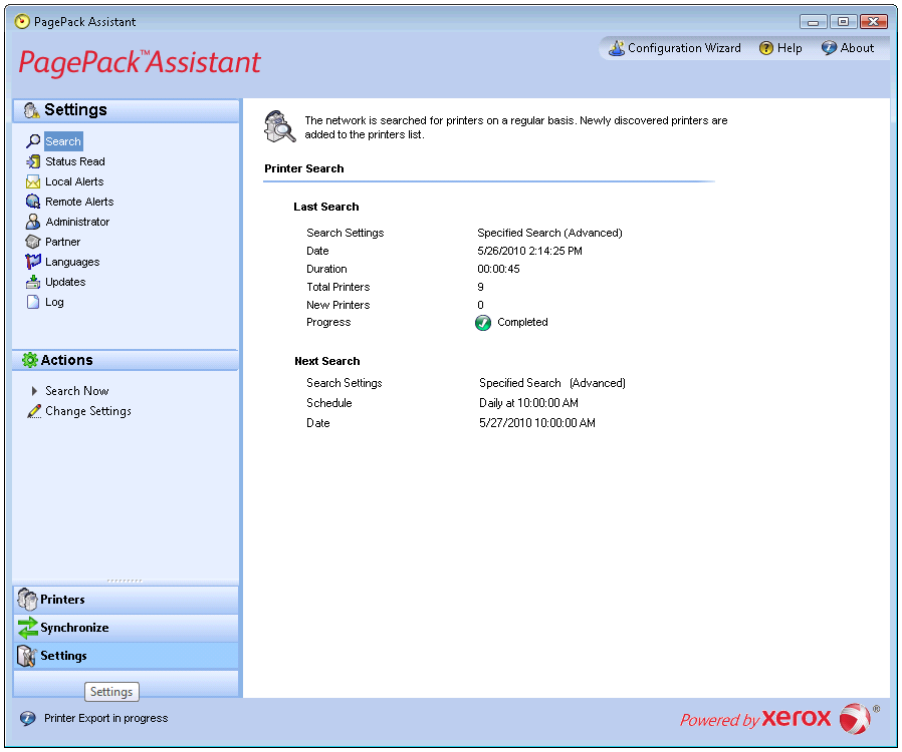
Note: When you change your synchronization, status, or search settings in the application, please wait several minutes before you perform a synchronization to give XSM sufficient time to register the changes.

Change Settings

1. When you click , the Synchronization Settings dialog box opens.
2. Modify the information as necessary. See the Configuration section for more information.

Settings

To access the Settings area, click the **Settings** button in the left navigation pane of the application.



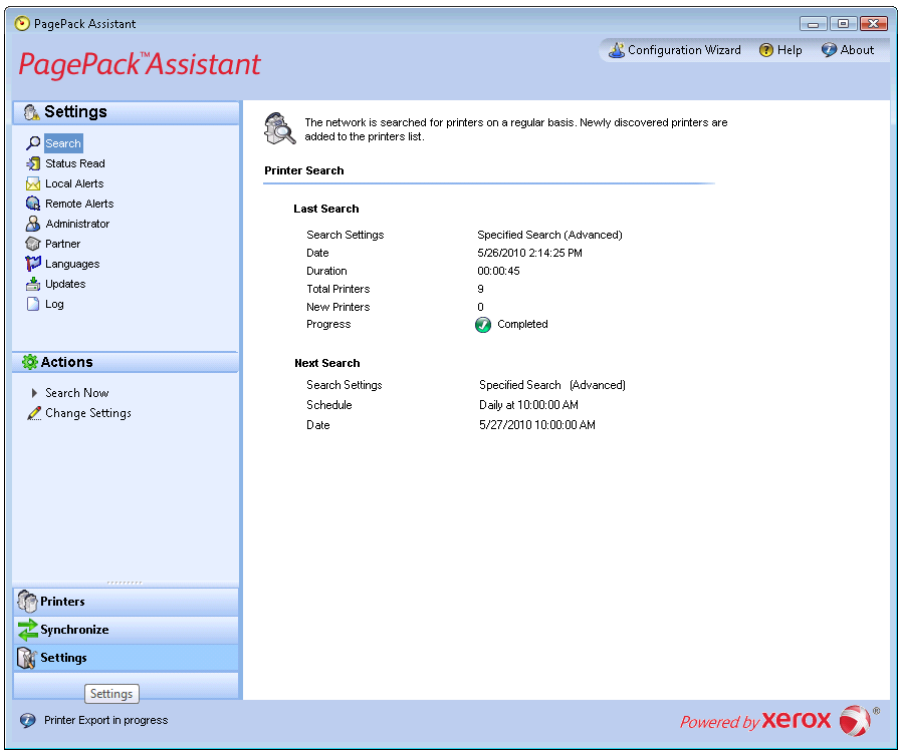
The Settings area allows you to view and select a variety of application configuration options for application actions, such as search for printers and obtain printer status, as well as other application functions.

The Settings area contains the following views:

- Search
- Status Read
- Local Alerts
- Administrator
- Partner
- Languages
- Updates
- Logs

Search

When you first access the Settings area, the Search view is selected by default. If another settings page had been selected, click **Search** to access the Search view.



The Printer Search details are displayed in the right pane. While in the Search section, you can go to the Actions menu and click Change Settings to perform the following actions:

- view and configure individual IP search, individual DNS name search, subnet mask sweep, frequency of search, and time of search,
- view current search settings, and
- remove individual settings that are no longer applicable

The Printer Search screen includes the following information:

Feature	Description
Last Search	indicates the following parameters for the current search: • Search Settings: The current settings from Default Search, No Search, or Specified Search • Date: indicates the date of the last search in the date format specified by your operating system • Duration: indicates how long it took to perform the search • Total Printers: indicates how many printers have been found during the search • New Printers Found: indicates out of all the printers found, how many new ones were found in the most recent search • Progress: shows the progress indicator when the search is running or shows the search status with one of the following icons: , , or

Feature	Description
Next Search	indicates the following parameters for the next search: • Search Settings: indicates the search setting from Default Search, No Search, or Specified Search • Schedule: indicates if the search will occur daily or at other intervals at the exact time in the date format specified by your operating system • Date: indicates the next date that a search is scheduled in the date format specified by your operating system

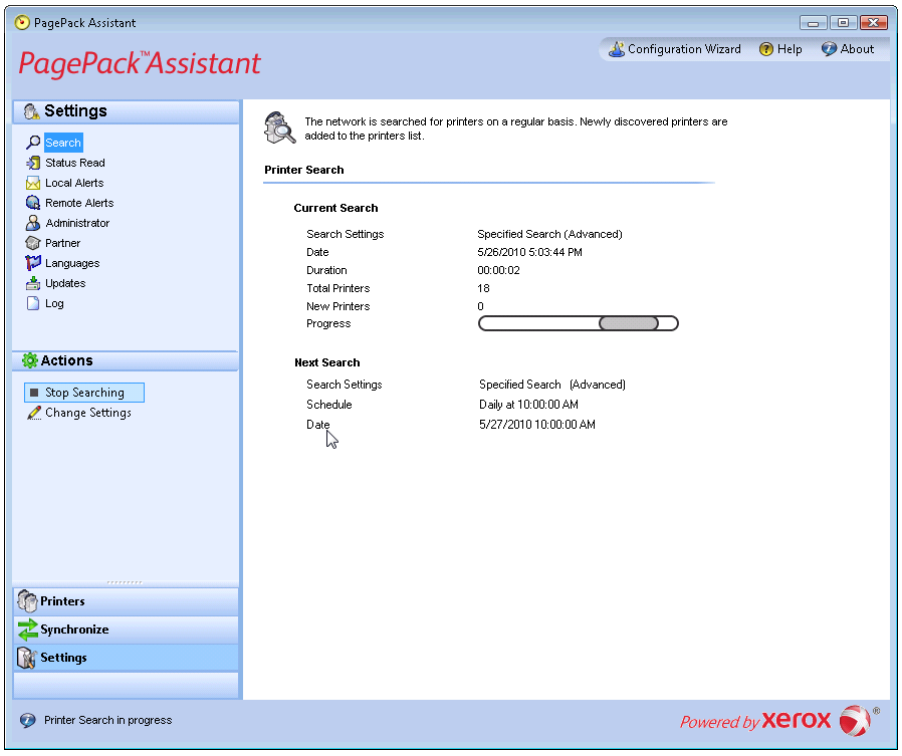
Actions

The Search view contains the following actions: Search Now/Stop Searching and Change Settings.

Search Now/Stop Searching

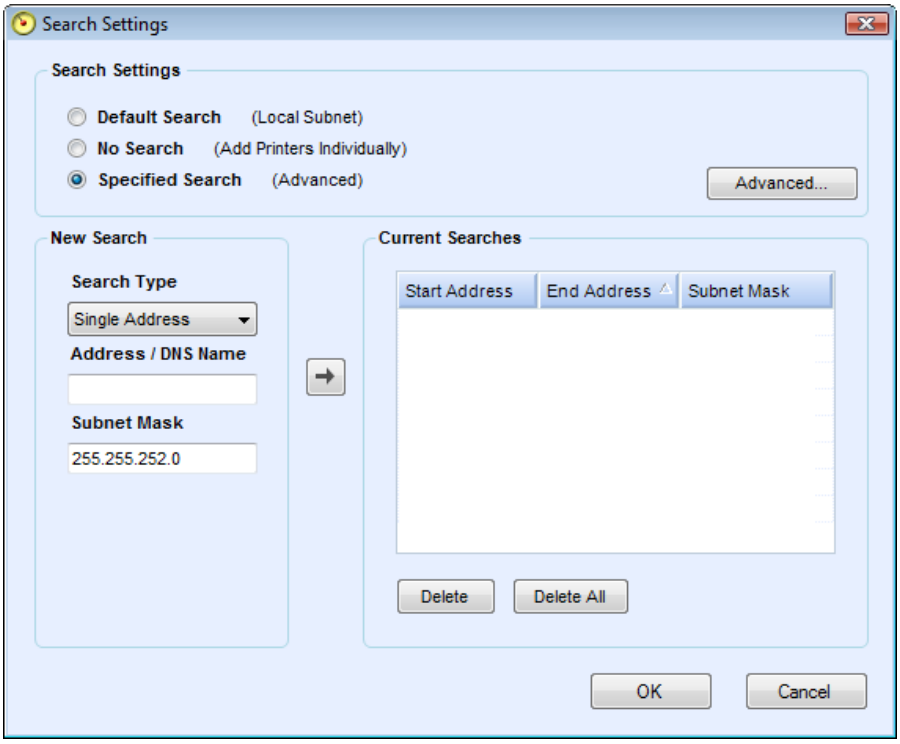
1. From the Left Navigation pane, click ▶ to start the search; when the search is in progress, this icon changes to ■, allowing you to stop the search.

   Note: It can take 10 to 15 seconds to stop the search after you click ■.
2. Under the Settings/Search section, you will notice a progress bar.



Change Settings

1. When you click ✎, the Search Settings dialog box opens.



2. Modify the information as necessary. See the Configuration section for more information.

Status Read

Click the **Status Read** button to access the Status Read view.

Printers are polled for print counters and supplies levels at configurable scheduled intervals.

The Printer Status Reading screen contains the following features:

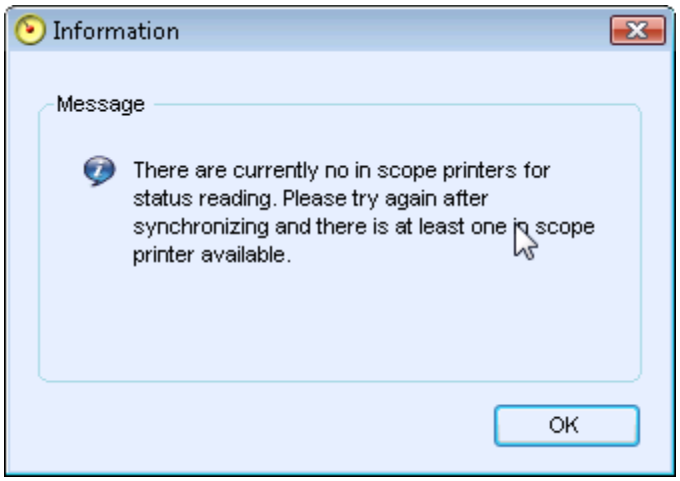
Feature	Description
Last Status Reading	indicates the following parameters for the last status reading: • Date: indicates the date of the last reading in the date format of your operating system • Duration: indicates how long it took to perform the reading in hours and minutes • Printers Read: indicates how many printers were read • Printers Answered: indicates how many printers answered • Status: indicates the status of the last read along with icons according to success, warning or error
Next Status Reading	indicates the following parameters for the next status reading: • Schedule: indicates if the reading will occur daily or at other intervals at the exact time in the date/time format of your operating system • Date: indicates the next date that a reading is scheduled in the date format of your operating system

Actions

The Status Read view contains the following actions: Read Now and Settings.

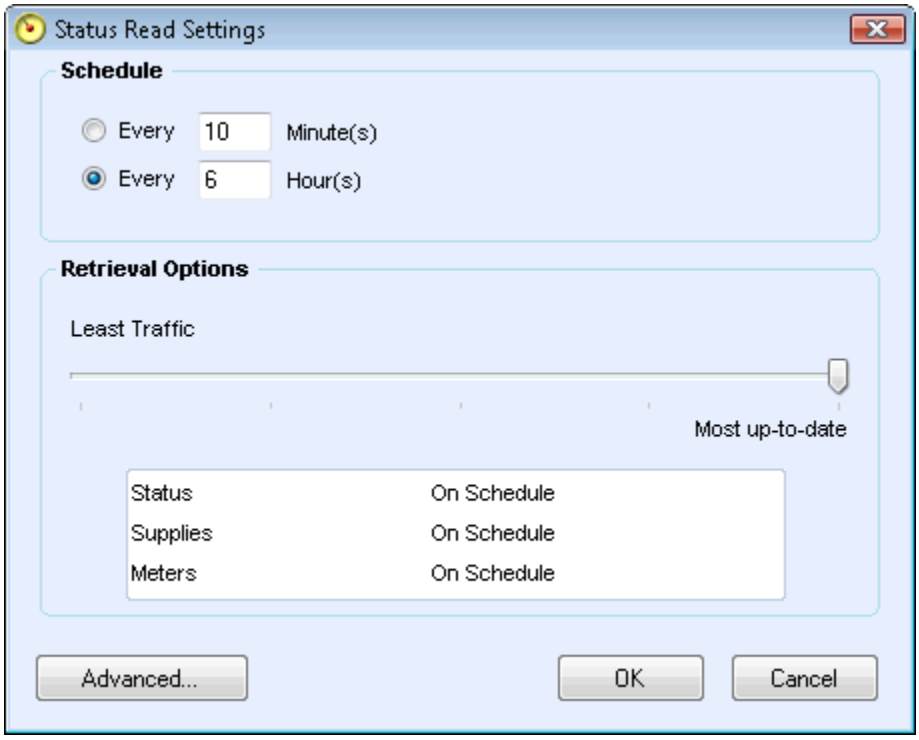
Read Now

1. From the Left Navigation pane, click to start the status reading.



Change Settings

1. When you click , the Status Read Settings dialog box opens.



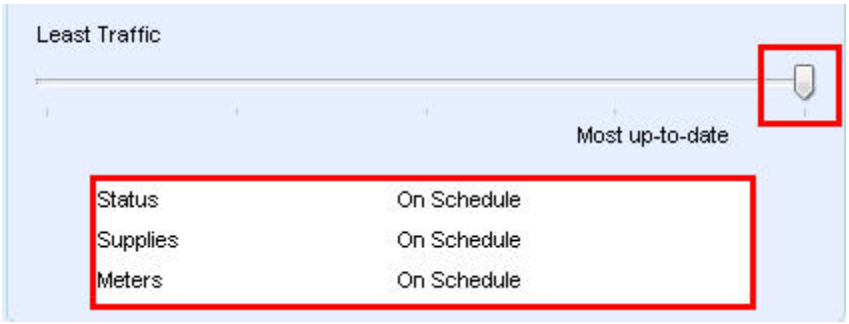
2. In the Schedule section, modify the information as needed. See the Configuration Guide for more information.

   Note: Depending on your application's configuration, the application may force you to synchronize with XSM daily at a minimum. In this case, you will not be able to select a synchronization frequency greater than 24 hours.

3. In the Retrieval Options section, you can determine how often and how much information the application retrieves data on status, supplies, and meters. The built-in slider allows you to adjust your settings to ensure that the application can achieve and report on the required SLA for fetching printer status.
   - When you move the slider to the left, the application will retrieve less data at the scheduled frequency.

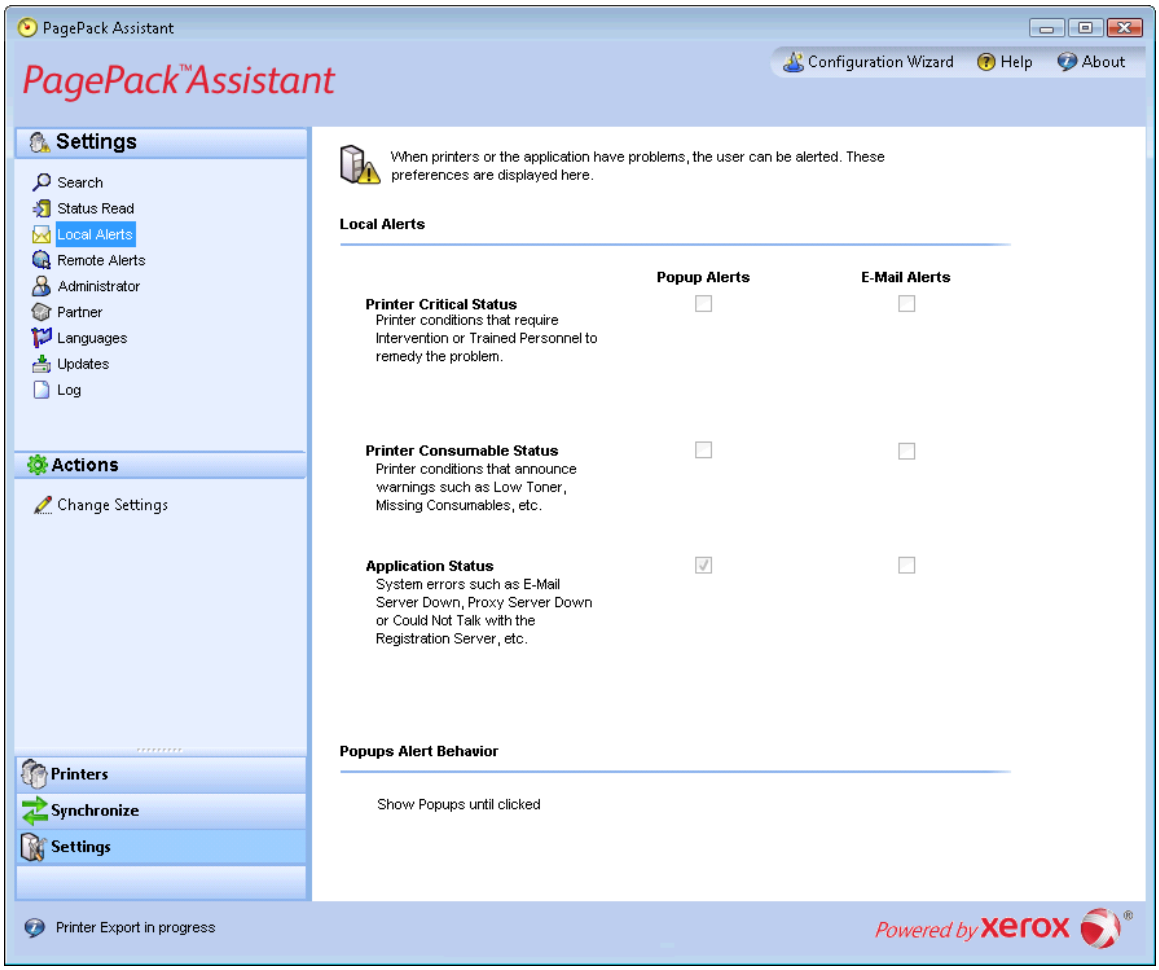
s

4. When you move the slider to the right, the application will retrieve more data at the scheduled frequency.



Local Alerts

Click **Local Alerts** to customize popups and E-mail-based local alerts. In Local Alerts, you can identify which alerts you want to be notified about via popups or E-mail. See the Configuration section for more information.

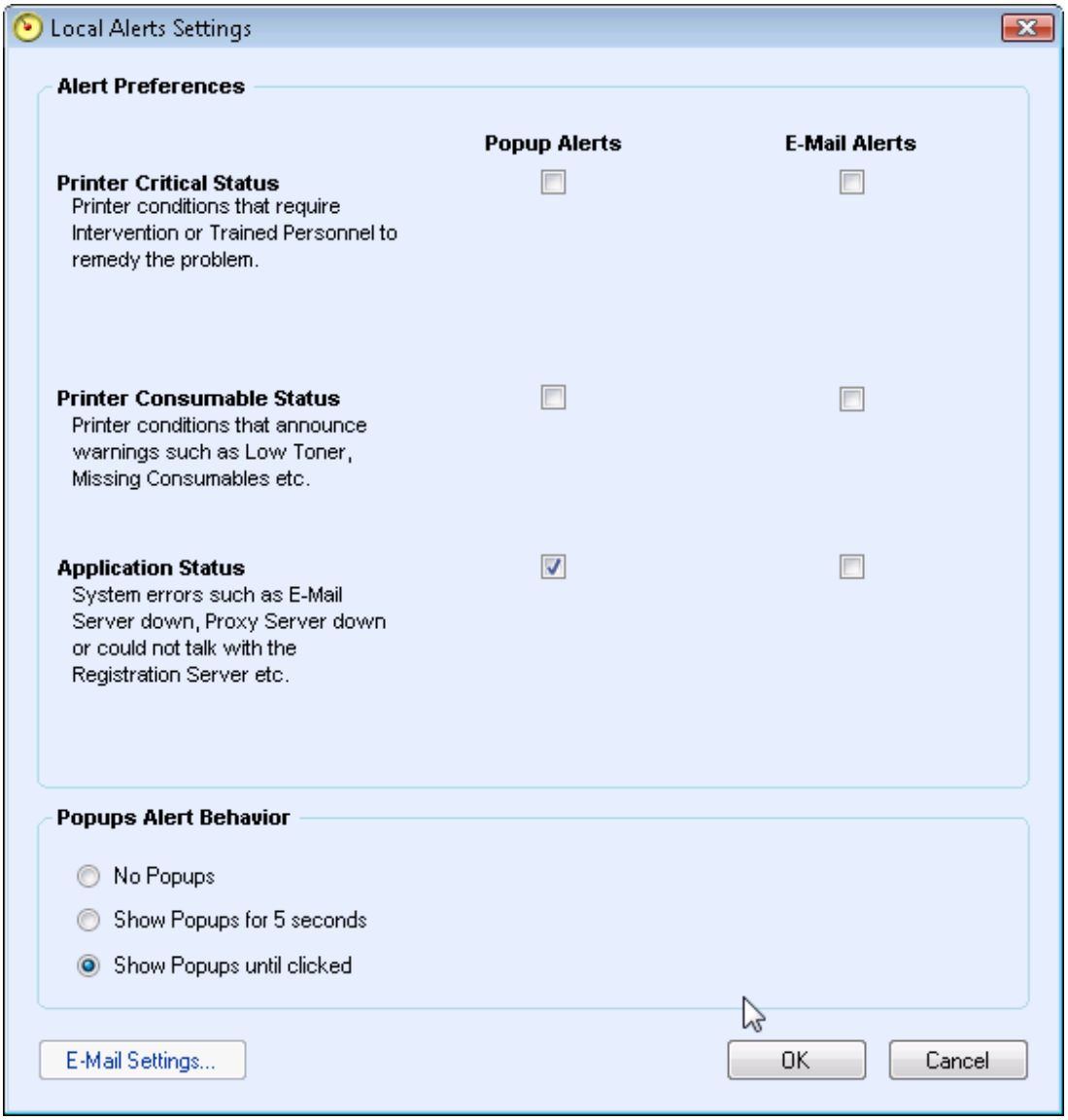


Actions

The Local Alerts view contains the following action: Change Settings.

Change Settings

1. When you click , the Local Alerts Settings dialog box opens.



When you installed and configured the application originally, the popup behavior was set by default to Show Popups until clicked. You can override this default setting in the Alerts dialog box in the Local Alerts setting or in the System Tray Context menu.

The popup settings you select will apply to all popup alert preferences configured for printer critical status, printer consumable status, and application status. Please be sure to select the appropriate behavior for your business.

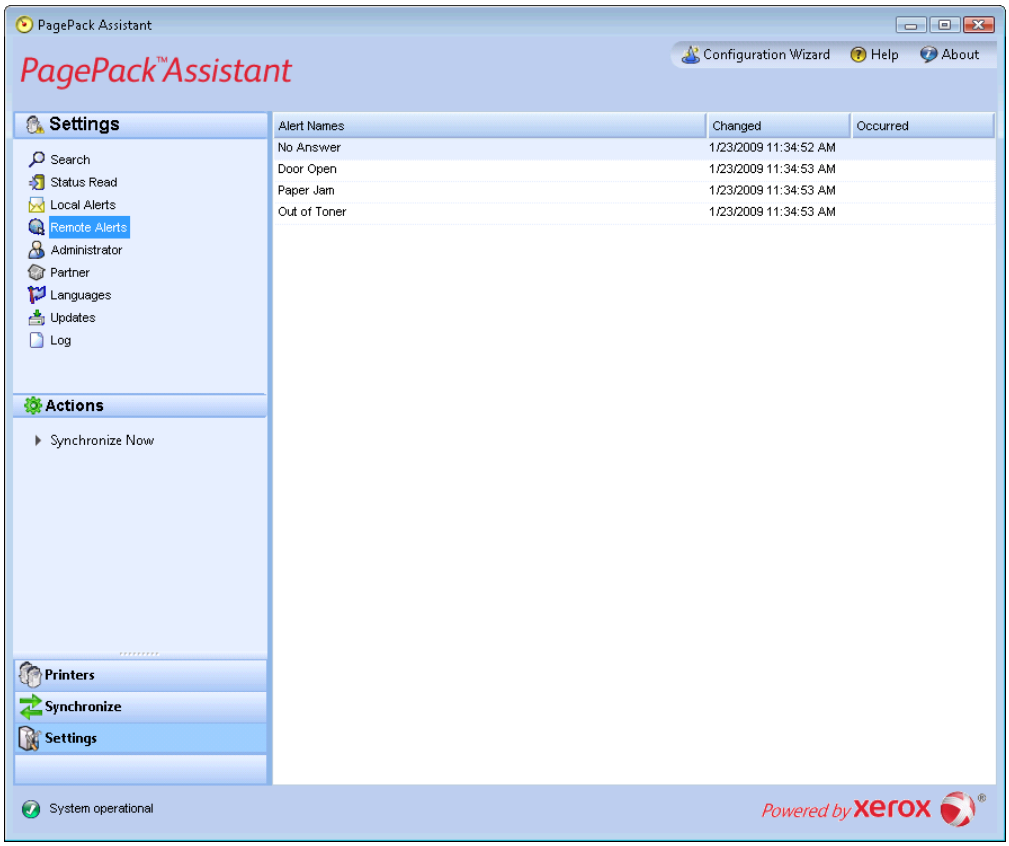
- No Popups - prevents any popup alerts from being displayed even if you selected the popup alerts check box in the Preferences section.

- Show Popups for 5 seconds - closes the popup alert window after it is displayed for five seconds. The application will not redisplay the popup alert windows once the initial window has disappeared.
- Show Popups until clicked - displays the popup alert window in the lower right corner of the screen until you manually click the window to close it.

2. Modify the information as necessary. See the Configuration section for more information.

Remote Alerts

Click the **Remote Alerts** to open the Remote alerts screen.



The Remote Alerts view displays all alerts that have been configures in XSM, including the alert name and the date.

Note: The application will only update the Changed filed if a modification to a remote alert is made in XSM.

The Remote Alerts screen contains the following information

Feature	Description
Alert Name	Identifies the name of the alert profile created in XSM, often containing alert type description such as system failure, color low toner, mono low toner
Changed	Identifies when the alert profile is updated in the date format of your operation system
Occurred	Identifies when the remote alert condition is met and XSM has been notified of a printer problem in the date format of your operation system

Actions

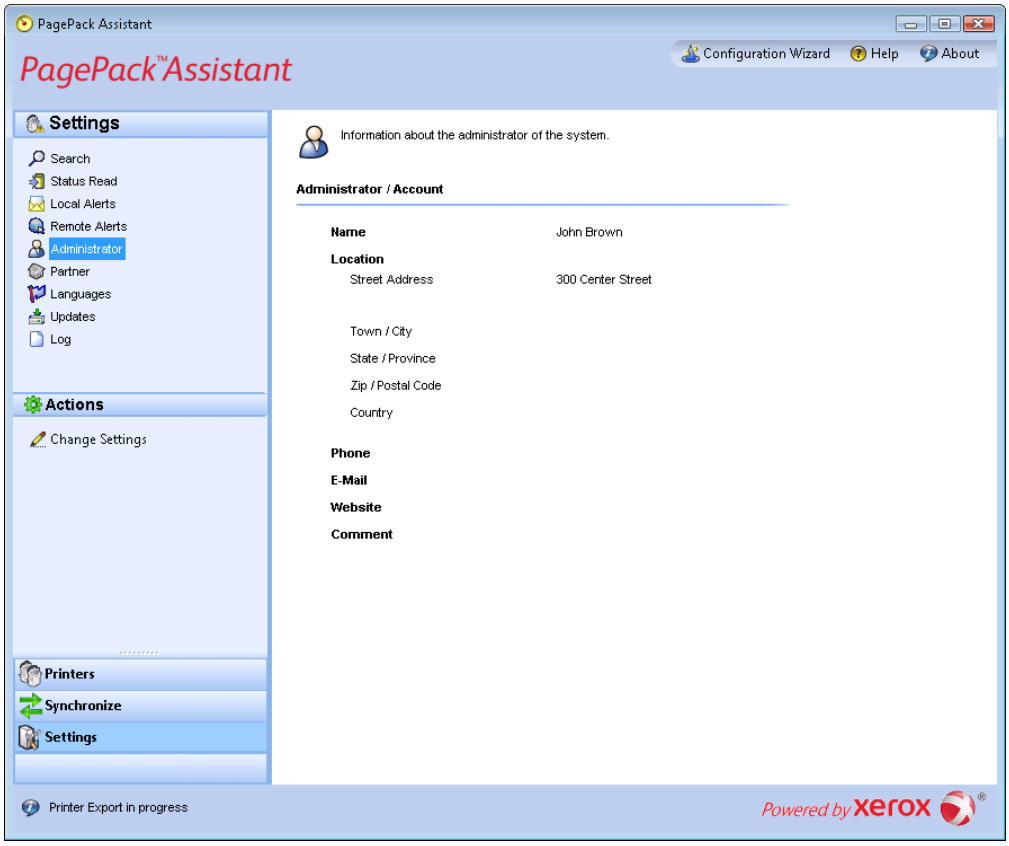
The Remote Alerts view contains the following action Synchronize Now.

Synchronize Now

1. From the Left Navigation pane, click to start the synchronizing; when the synchronization is in progress, this icon changes to , allowing you to stop the synchronization.

Administrator

Click the **Administrator** button to open the Administrator screen.



The Administrator screen contains the following information:

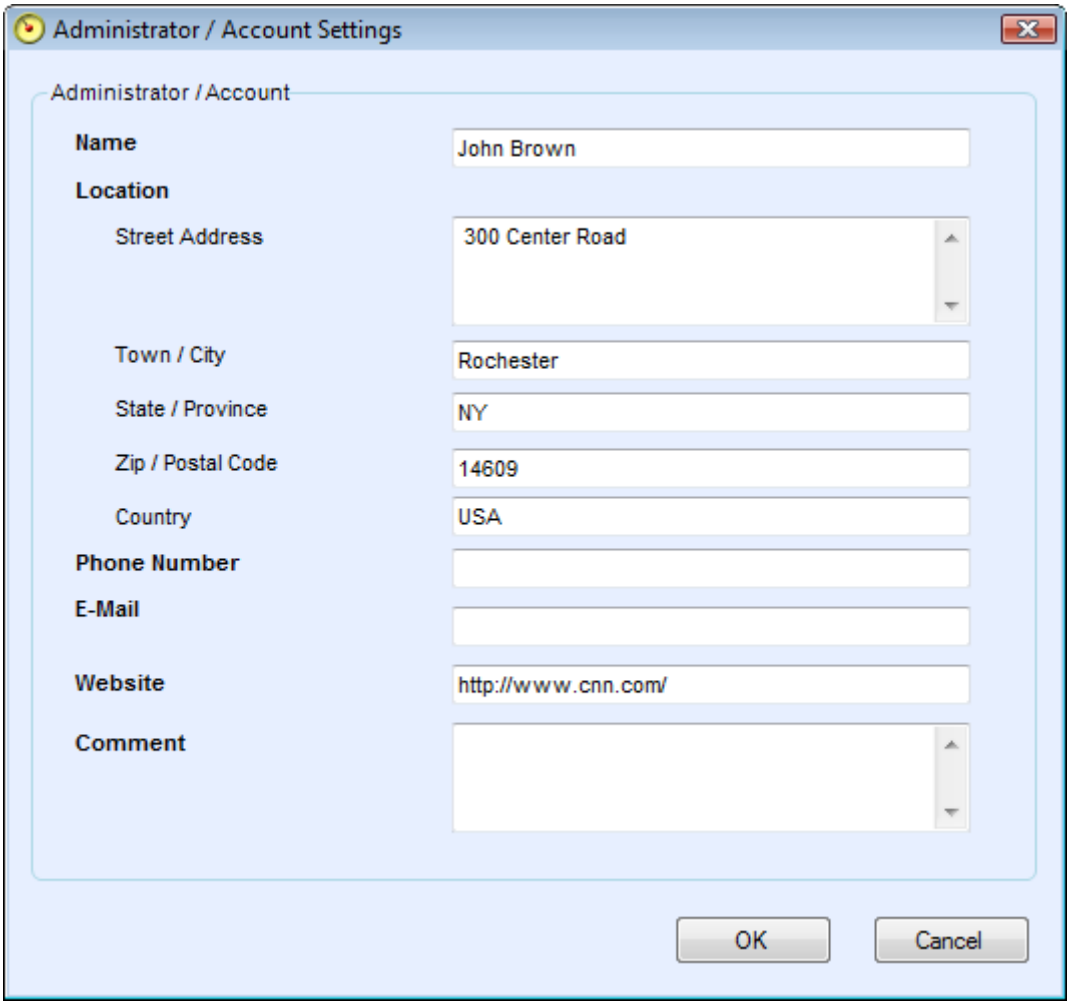
Feature	Description
Name	identifies the name of the administrator
Location	identifies the address of the administrator
Phone	identifies the phone number of the administrator
E-mail	identifies the E-mail of the administrator
Website	identifies the Web site of the administrator
Comment	includes any comments posted by the administrator

Actions

The Administrator view contains the following action: Change Settings.

Change Settings

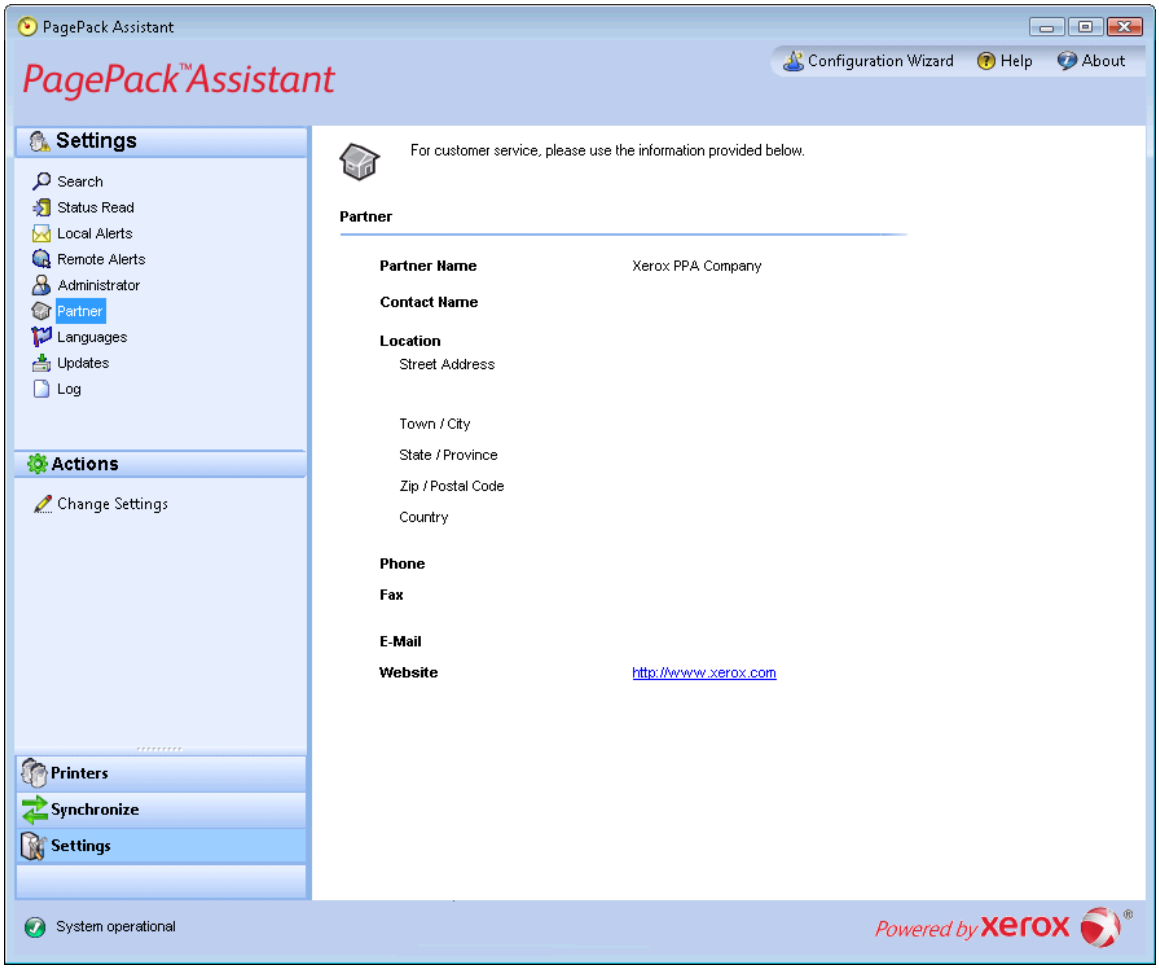
1. When you click , the Administrator/Account Settings dialog box opens.



2. Modify the information as necessary. See the Configuration section for more information.

Partner

Click the Partner button to open the Partner view, which lists all the partner information for the application.

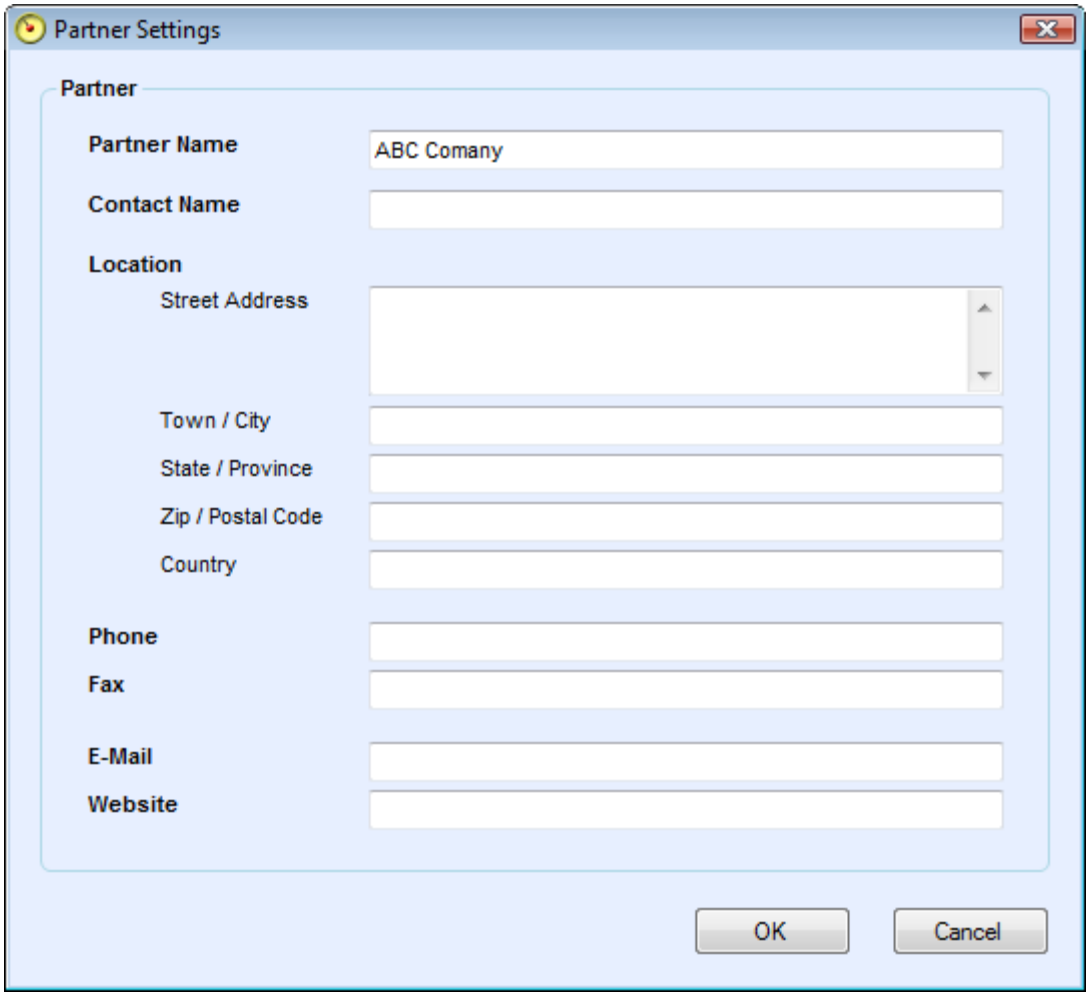


Actions

The Partner view contains the following action: Change Settings.

Change Settings

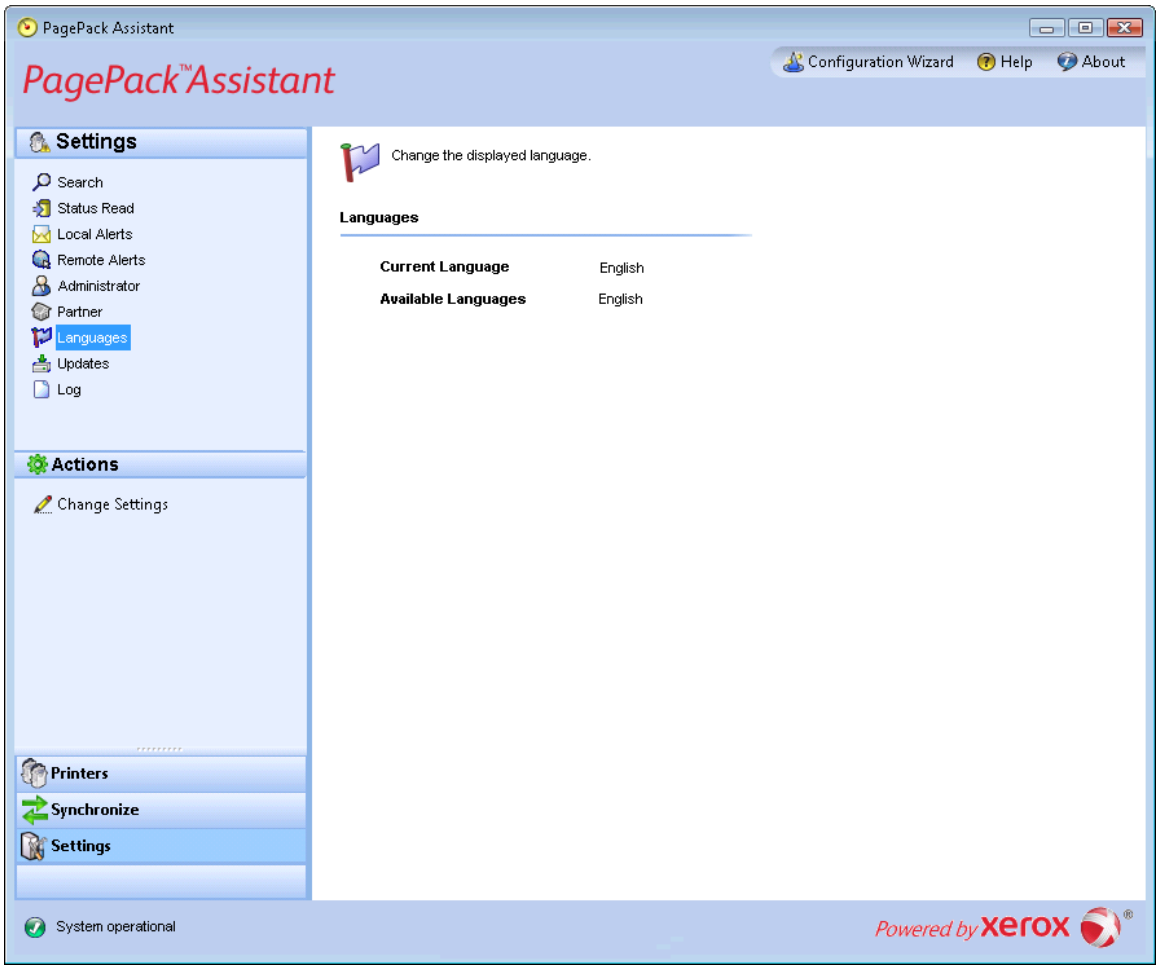
1. When you click , the Partner Settings dialog box opens.



2. Modify the information as necessary.

Languages

Click the **Languages** button to open the Languages screen, which lists all the languages that the application supports.



The Languages screen contains the following information:

Feature	Description
Current Language	indicates the current language that the application is running in
Available Languages	indicates the languages you can choose. At this time, the application only supports English.

Actions

The Languages view contains the following action: Change Settings.

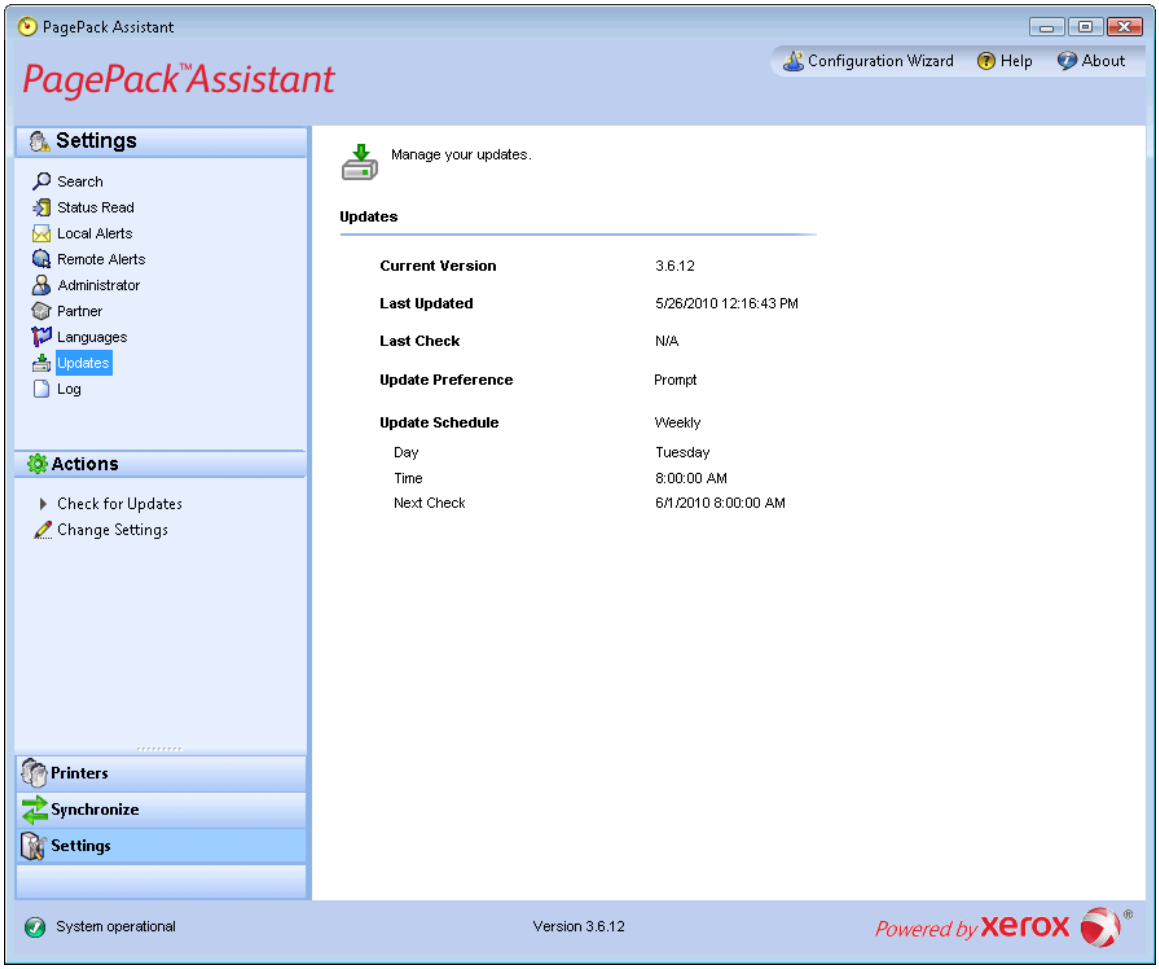
Change Settings

1. When you click , the Language Settings dialog box opens.

2. Select a **new language**, and click **OK**. The application is now displayed in the language you selected.

Updates

Click **Updates** to view and to change the automatic update settings as well as check for updates.



The application communicates to the auto upgrade server to verify if there is a newer version of software. The default setting is to prompt you to confirm the installation of the new version.

The Updates screen contains the following information:

Feature	Description

Current Version	indicates the current the application version number
Last Check	indicates the date and time that the application last checked for updates
Update Preference	The three update preferences are • Automatic: When a new version is available, it is installed automatically (recommended) • Prompt: When a version is available, you will be prompted to install the software (default) • Never: Do not check for updates automatically. Manually checking for updates is available.
Update Schedule	indicates the day of the week and time of the day to check for scheduled updates

Note: To keep the application software current, particularly where the computer is in an unmanned account or is used infrequently, you must change the Update setting to Automatic with a weekly schedule check. This will update the application silently without waiting for an on-site resource to access the computer.

Actions

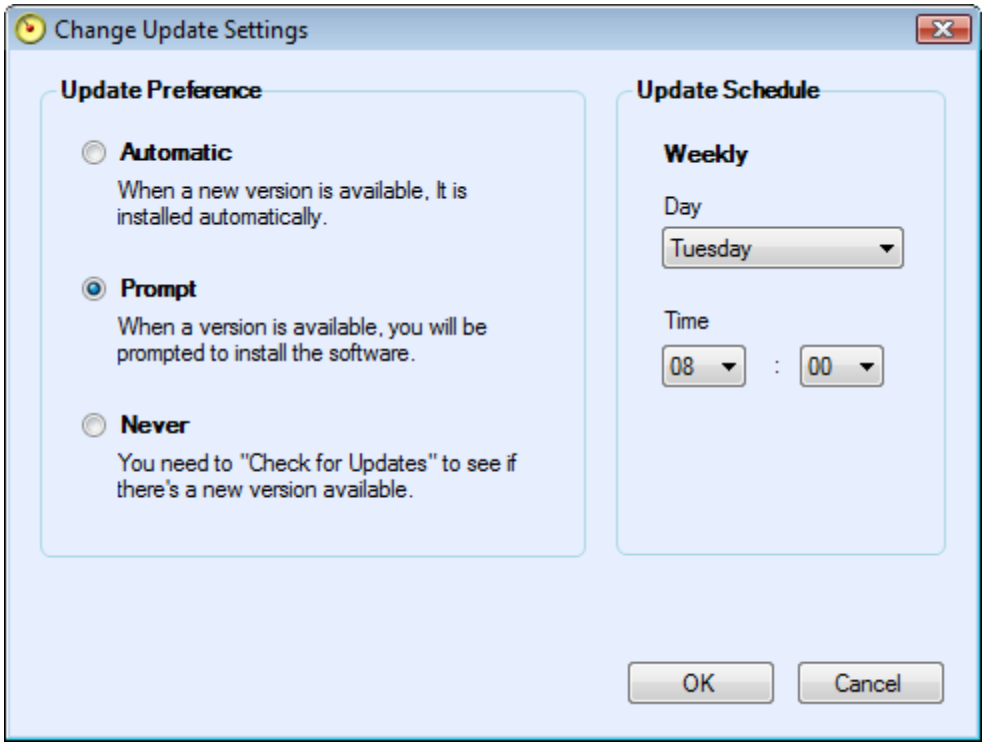
The Updates view contains the following actions: Check for Updates and Change Settings.

Check For Updates

1. When you click , the application will prompt you with one of the following messages:
   - If an update is available,
     - If you are an administrator a message will inform you that a new version is available for installation. Click **Yes** to install the application now or click No to postpone the installation.
     - If you do not have administrative rights, a message informs you that you need administrative rights to perform the installation. Click **OK** to close the dialog box and return to the Updates setting screen.
   - If your system does not have enough memory to run the application, a message will inform you that a new version is available for installation, and it will also indicate that you need more memory to perform the installation. Click **OK** to close the dialog box and return to the Updates setting screen.
   - If the software is up-to-date, the message will inform you that you are running the current version of the application. Click **OK** to close the dialog box and return to the Updates setting screen.

Change Settings

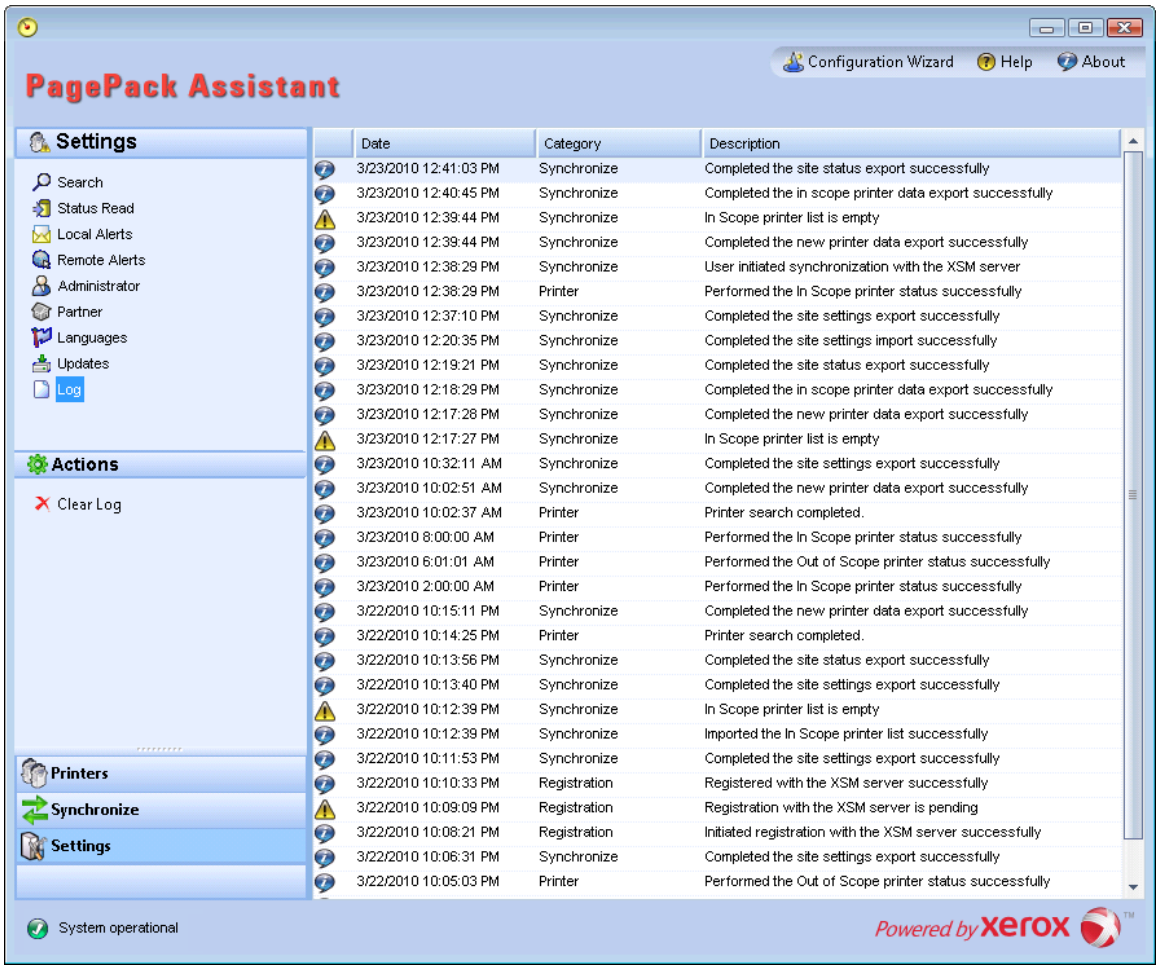
1. When you click , the Update Settings dialog box opens.



2. Modify update preferences and schedule as necessary.

Log

Click **Log** to see the Log view, which shows the list of events in table format.



The Logs view contains the following action: Clear Log.

Clear Log

1. When you click , the Clear Log dialog box opens.
2. Click **Yes** to clear the log or click **No** to cancel the action.
3. The application deletes the log list from the right pane.

Troubleshooting

Issue #1: Stopping the service from the application Service Control Manager does not clear PPA.exe service from the Windows® Task Manager for approximately 15 seconds because the Windows Task Manager responds by taking PPA.exe CPU usage to '00' while the .exe is still consuming memory.

Issue #2: The application does not support fast user switching mode in Windows®, so administrators must configure Windows® to require logging off before another user is able to log back in.

Issue #3: When installing the application on a computer that runs Cisco® Security Agent software, the administrator must update the security policy to allow the application processes, PagePack.service.exe and PagePack.Shell.exe, to run normally.

Issue #4: For all printers, the DNS Name field in the Printer Properties screen will initially be blank until the application runs the next import, which populates the field. This issue occurs because the application completes printer search quicker than the DNS resolution.

Issue #5: The application will skip the Printer Search if you select a date that does not exist for a particular month in the Advanced Communications Properties screen. For example, go to **Settings>Search>Settings>Advanced**, select **Month(s)** from the Every drop-down menu, and select **31** from the Date drop-down menu. When configured this way, the application will skip the run date for months that do not have 31 days, such as February, but it will run the printer search again for the next month when the date becomes valid, such as March 31.

Issue #6: On rare occasions, the application may experience some minor database corruption that requires it to close. If you experience this problem, shut down and restart your computer. Upon startup, the application will attempt to repair the database and if the repair is successful, the application will operate normally. If the application is still unable to run successfully after you restart, please contact your Xerox Support Representative.

Issue #7: If you have initiated a single printer search using the Add Printer Wizard, you cannot cancel out of the process if the IP or DNS name corresponds to a valid printer. The only way to remove the printer is to delete it after the search is complete.

Issue #8: When the screen saver is active, the application will display the popup alerts in front of the screen saver.

Issue #9: When you set the Task bar to auto-hide, the application does not display the popup message next to the bottom edge of the screen.

Issue #10: When the IP address of a printer changes, the application will assign that printer a status of **No Answer** from device, preventing a printer's meter reads from being collected. You cannot correct this status by clicking **Refresh** or by polling the printer in the Printer Properties page. In order for the application to collect meter reads, you must perform a printer search to find the new IP address of the printer.

Issue #11: Changing the subnet mask on the host computer will not change the default subnet mask in the application without restarting the UI and service. Below are the steps for this.

1. The application is installed on a host with a subnet mask of 255.255.255.0.
2. Change search to display 255.255.255.0 as the default subnet mask for subnet searches.
3. Host machine's subnet mask address is changed to 255.255.252.0.
4. The application continues to display 255.255.255.0 as the default subnet mask for subnet searches until the UI and Service are restarted or the host is rebooted.

Issue #12: In the Proxy Server screen of the Registration section in the Configuration Wizard, when you select **Use Browser Settings** (Internet Explorer®), the application does not pre-populate the Exception area with all bypass information from the browser as is expected.

Issue #13: The application only includes meter reads in CSV-exports for printers where the application has performed a Status Read.

Issue #14: In the Configuration Wizard, if you select **Default Search**, and click **Next**, the application will begin searching for printers. If you decide that you want to switch to the **No Search** option after you make your selection, the application will not stop the already-running search. Instead, it will find the printers in the local subnet and display them in the Dashboard view. You will have to manually delete the printers from the application by selecting them and using the Delete Printer option.

Issue #15: **If you are attempting to launch a printer Web page for an IPv6 printer from the Printer Details page using a browser that is configured to use a proxy, your browser proxy bypass list must include the printer IPv6 address or the IPv6 prefix. Without this browser configuration, you will not be able to access the printer Web page.**

Issue 16: If you running the Configuration Wizard, and you select the **Default Search** option and click **Next**, you may get an error message with the text: **An invalid IP address was specified**. This problem seems to be most prevalent during the initial run of the Configuration Wizard after installation.

The application may fail to identify the IP address of the machine on which it is installed because of a network configuration issue or because there are multiple network interfaces on the machine. Check to see if you have multiple network interfaces enabled, like wireless and wired and switch to wired connection or disable one of the two network interfaces. You can also click **OK** on the error message, ignore the error message, and select the **Specified Search** option, which requires you to manually add the local subnet for search.

Issue 17: Proxy configuration via script and proxy check box is not supported within the application user interface or within the Internet Explorer® (IE) settings. If you are using a script or automatic within the IE settings, please specify the proxy within the Advanced Proxy options of the application.