Lexmark

Services Monitor

Administrator's Guide

Contents

Overview

The Services Monitor is a remote data collector component of Fleet Manager. The application collects usage and alert data of printers and rolls it up to the Managed Service Provider (MSP).

The application provides the following:

- Continuous audit for 30-day periods or more
- Snapshots and 30-day reports containing the number and types of printers, printer meters, printer supplies levels, device status, and pages printed for each printer

This document provides instructions on how to manage and configure the application.

Supported Microsoft® Windows® operating systems

- Windows Server® 2008 R2 (with 32-bit compatibility mode installed)
- Windows Server 2003 (32-bit)
- Windows 8.1
- Windows 8
- Windows 7

Note: To monitor more than a thousand devices, install Services Monitor on a system with at least 4GB of RAM.

Managing the application

Installing the application

Before you begin, log in to the computer as an administrator.

1 Copy the **LSM_Install_2.27.4.0.x.exe** file to your computer.

2 Launch the file, and then follow the instructions on the computer screen.

After you install the application, it automatically upgrades itself when updates are available. To upgrade the application manually, see "Upgrading the application manually" on page 4.

Accessing the application

Open a Web browser, and then type `http://IP_ADDRESS:2070`, where `IP_ADDRESS` is the IP address of the server with the installed application.

Activating the application

The application remains active as long as it can successfully roll up data to the MSP. If the application runs for 90 days without a successful data rollup, then it becomes inactive and runs with degraded functionality. The application automatically reactivates when it connects to the MSP and successfully rolls up data.

If you cannot connect to the MSP, then activate the application manually using an activation key.

Activate the application manually

1 Open a Web browser, and then access the application.

2 From the Home page, click **Administration** > **Manual Activation**.

3 Enter your contact information, and then type the activation key.

4 Click **Activate LSM**.

Note: If you cannot activate the application, then you may be required to use a proxy server. For more information, see "Setting up a proxy server" on page 8.

The application automatically searches for updates every other day. If an update is available, then the application downloads and installs it on the system.

Upgrading the application manually

1 From your computer, access the Task Manager, and then click the **Processes** tab.

2 End the process for **rXpressStart.exe** and **rXpress.exe**.

3 Overwrite the **rXpress.exe** and **rXpressStart.exe** files with the ones provided to you by your Lexmark representative.

4 Access Control Panel, and then click **Administrative Tools** > **Services**.

5 Start **rXpress Start Service**.

6 Verify that the version number is updated.

    a Open a Web browser, and then access the application.

    b From the Home page, click **Summary** > **System Status**.

    c From the Summary Report section, note the value associated with "Version."

Updating contact information

1 Open a Web browser, and then access the application.

2 From the Home page, click **Configuration** > **Update Contact**.

3 Update the information.

4 Click **Update Contact**.

Managing columns

You can also sort the printers by clicking the column headers.

1 Open a Web browser, and then access the application.

2 Click **Configuration** > **Select Columns**.

3 Select the header that you want to appear.

4 Click **Apply Changes**.

Shutting down the application

1 Open a Web browser, and then access the application.

2 From the Home page, click **Administration** > **Shutdown LSM**.

Removing the application

1 Launch **LSM_Install_2.27.4.0.x.exe**.

2 Click **Run** > **Lexmark Services Monitor** > **Remove LSM** > **Yes** > **OK**.

Configuring the application

Configuring general settings

Configuring general parameters

Notes:

- Make sure that MSP is installed on the rollup server.
- The activation code is pre-entered into the application. If you do not see an activation code, then contact your Lexmark representative.

1 Open a Web browser, and then access the application.

2 From the Home page, click **Configuration** > **General**.

3 Configure the settings.

> **Notes:**
>
> - The company code is the name that appears on the rollup host when data is rolled up to the MSP.
> - We do not recommend changing the working directory.
> - For information on rollup settings, see .

4 Click **Apply Changes**.

Configuring rollup settings

Make sure that MSP is installed on the rollup server.

1 Open a Web browser, and then access the application.

2 Do one or more of the following:

Configure automatic rollup

a From the Home page, click **Configuration** > **General**.

b Configure the rollup information, and then select **Rollup Enabled**.

> **Note:** Rollup data is secured with Data Encryption Standard (DES). To increase security, select **SSL** for the application to send rollup data over Secure Sockets Layer (SSL).

c Click **Apply Changes**.

Perform manual rollup

From the Home page, click **Administration** > **Rollup Now!** > **Done**.

Test the rollup connection

a From the Home page, click **Administration** > **Test Rollup Connection**.

b Check the rollup status.

c Click **Done**.

Notes:

- The Web interface can be slow during rollup. We recommend performing rollups when the server is not busy.
- To speed up the rollup, turn off the server rollup throttle by adding **dataCollectorThrottle=0** to the **LFM-config.properties** file on the server.

Configuring SNMP settings

The application customizes some installations that do not use public SNMP communities. The default SNMP community name is **public**, which is set on the printer.

Note: Make sure that SNMP is enabled on a printer.

Setting discovery timeouts and workers

1 Open a Web browser, and then access the application.

2 From the Home page, click **Configuration** > **SNMP**.

3 Configure the settings.

> **Notes:**
>
> - On slower networks, to make sure that devices are discovered, set a higher discovery timeout value.
> - More discovery workers should be set on fast networks, and fewer discovery networks should be set on slow networks.

4 Click **Apply Changes**.

Configuring printer discovery and polling

Configuring search strings

Note: The default subnet is the subnet where the software is installed.

1 Open a Web browser, and then access the application.

2 From the Home page, click **Configuration** > **Search**.

3 Type the range of IP addresses to search. You can enter only one range of IP address per field.

Sample IP address range formats
- **10.195.1.*** (wildcard for only the last octet)
- **10.195.*.*** (wildcards for only the last two octets)
- **10.195.4,5,8,12.*** (comma-separated subnet range with a wildcard for only the last octet)
- **10.195.10,14,16-25.*** (comma- and dash-separated subnet range with a wildcard for only the last octet)

Note: The dash and the comma can be used in any of the octets.

4 Do either of the following:

- To include a string in all searches, select **Enable**.
- To exclude a string from all searches, select **Enable**, and then select **Exclude**.

5 Click **Apply Changes**.

Configuring printer discovery

1 Open a Web browser, and then access the application.

2 Do either of the following:

Schedule an automatic printer discovery

a From the Home page, click **Configuration** > **Schedule**.

b From the Device Discovery Schedule section, set the discovery schedule.

c Click **Apply Changes**.

Perform a manual printer discovery

a From the Home page, click **Administration** > **Discover Now!**

b Check the discovery status.

c Click **Done**.

Configuring printer polling

1 Open a Web browser, and then access the application.

2 Do either of the following:

Schedule an automatic printer polling

a From the Home page, click **Configuration** > **Schedule**.

b From the Device Poll Schedule section, set the polling schedule.

c Click **Apply Changes**.

Perform a manual printer polling

a From the Home page, click **Administration** > **Poll Now!**

b Check the poll status.

c Click **Done**.

Setting up a proxy server

The proxy server may not require a user name and password. Check with your system administrator to determine if the fields are required.

1 Open a Web browser, and then access the application.

2 From the Home page, click **Configuration** > **Proxy**.

3 Configure the settings.

4 Select **Proxy Server Enabled**.

5 Click **Apply Changes**.

Configuring report settings

The application stores data only up to two months. On the turnover date, the application automatically e-mails the report for the current month, and then deletes it. To avoid losing the data, specify a recipient for the report before the turnover date.

1 From a Web browser, access the application.

2 Do one or more of the following:

Set the data start day

a From the Home page, click **Configuration** > **Reports**.

b In the Data Start Day menu, select the day of the month when the initial meters are captured.

c Click **Apply Changes**.

Configure a month-over-month comparison report

a From the Home page, click **Configuration** > **Reports**.

b From the "Automated Email of Month over Month Report" section, configure the settings.

c Select **Email Reports Enabled**.

d Click **Apply Changes**.

Configure a meters report

a From the Home page, click **Configuration** > **Reports**.

b From the "Automated Email of Meters" section, configure the settings.

c Select **Email Meters Enabled**.

d Click **Apply Changes**.

Clear data report

From the Home page, click **Administration** > **Clear All Retained Report Data** > **OK**.

Configuring alerts

Alerts let you and other users receive e-mail notifications when the printer needs administrative attention.

1 Open a Web browser, and then access the application.

2 From the Home page, click **Configuration** > **Alerts**.

3 Select the alert, and then type the e-mail addresses, separated by commas.

Notes:

- If you select **Toner Level Alert**, **Photo Conductor Level Alert**, or **Waste Toner Box Level Alert**, then specify the percentage when a notification is sent.
- If you want to use the e-mail address from the registration or contact information section, then type **$contact.email** in the Email Recipient field.

4 Click **Apply Changes**.

Configuring the e-mail parameters

1 Open a Web browser, and then access the application.

2 From the Home page, click **Configuration** > **Email**.

3 Configure the settings.

Notes:

- The recommended port number is 25.
- Make sure that the value in the From Address field is **rXpress**.

4 If the SMTP server requires authentication, then in the Email Command String field, add the following string after **blat-**:

–u 'username' –pw 'password'

For example: **blat - -u 'username' –pw 'password' –to "$RECIPIENT"**...

Notes:

- If the SMTP server requires authentication, then change the e-mail command string.
- If you accidentally changed the e-mail command string, then type **blat - -to "$RECIPIENT" - subject "$SUBJECT" -server $SMTPSERVER -f "$SMTPFROM" -port $SMTPPORT - body "$BODY" –q**

5 Click **Apply Changes**.

Exporting or importing files

1 Open a Web browser, and then access the application.

2 Do one or more of the following:

Export printer meter or volume

a From the Home page, click **Export** > **Meters/Volumes**.

b Select which data to include. You can select both options.

c Select the data format.

d Click **Export Data**.

Export a configuration file

a From the Home page, click **Export** > **Configuration**.

b Select the delivery method.

> **Note:** You can type the name of the file to export it automatically to **C:\Program Files\Lexmark\LSM**.

c Click **Deliver Now**.

Import a configuration file

a From the Home page, click **Import** > **Configuration**.

b Browse to the **.ini** configuration file.

c Click **Submit**.

Viewing log files

The log file records the activities of the application.

1 Open a Web browser, and then access the application.

2 From the Home page, click **Administration** > **Show LSM Log**.

Viewing messages

The Messages page provides a history of alerts and error messages.

1 Open a Web browser, and then access the application.

2 From the Home page, select a printer server, and then scroll down to the Print Server Messages section.

Managing device details

1 Open a Web browser, and then access the application.

2 From the Home page, select a printer server.

3 From the Print Server Details section, click .

4 Do one or more of the following:
  - Disable the record.
  - Update the printer information.
  - Change the equipment number.
  - If supported, allow PJL probing of the printer, and then type the Web probe printer URLs.

5 Click **Apply Changes**.

Note: *Printer Job Language* (PJL) provides a method for switching parameters at the job level. Depending on your printer model, you can set it to allow PJL probes during printing.

Viewing disabled records

1 Open a Web browser, and then access the application.

2 From the Home page, click **Configuration** > **Select Columns** > **View all device entries including un-monitored devices**.

3 Click **Apply Changes**.

Deleting a record

Note: When a printer is deleted, all history information is lost.

1 Open a Web browser, and then access the application.

2 From the Home page, select a printer server.

3 From the Print Server Details section, click > **OK**.

Creating a device ticket

1 Open a Web browser, and then access the application.

2 From the Home page, select a print server.

3 From the Print Server Details section, click .

4 In the Problem menu, select the current problem of the device.

5 Type the details of the problem, and set a priority.

6 In the Email menu, select the status of the device ticket.

7 Click **Submit Ticket**.

Frequently asked questions

Does the Services Monitor continue to poll a device after changing its IP address?

No. When the subnet is discovered using TCP packets on ports 80 and 9100, the system polls existing devices using the UDP packets on ports 161 and 9300. To update the system with the device IP address change, run a new discovery, and then continue to poll the device.

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Index