



Lexmark™

Device Usage

Administrator's Guide

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Change history

June 2020

- Added information on new settings for verifying certificates.

December 2018

- Added information on the print job file size.

February 2018

- Initial document release.

Overview

Use the application to track the usage of a printer by a user.

Configure the application to work with either of the following servers:

- **Lexmark™ Print Management On-Premises**—A solution for printing documents from a central print queue. For more information, see the *Lexmark Print Management On-Premises Administrator's Guide*.
- **Lexmark Print Management Cloud**—A cloud service hosted from servers maintained and monitored by Lexmark. It maximizes the capabilities and benefits of cloud computing by using a framework for managing and tracking document output throughout your organization. For more information, see the *Lexmark Print Management Cloud Administrator's Guide*.

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

A working knowledge on the following solutions is preferred:

- Lexmark Print Management On-Premises
- Lexmark Print Management Cloud
- Lexmark Document Distributor (LDD)
- Cloud Authentication
- Card Authentication

For more information, see the documentation for the solution.

Deployment readiness checklist

For the premise environment, make sure that:

- The Device Usage is version 1.9.
- The Lexmark Print Management On-Premises is configured.

Note: For more information, see the *Lexmark Print Management On-Premises Configuration Guide*.

For the cloud environment, make sure that:

- The Device Usage is version 2.0 or later.
- The following are configured:
 - Lexmark Print Management Cloud

Note: For more information, see the *Lexmark Print Management Cloud Configuration Guide*.

- Cloud Authentication or Card Authentication

Note: For more information, see the administrator's guide for the application.

Configuring the application

You may need administrative rights to configure the application.

Accessing the configuration page for the application

- 1 Obtain the printer IP address. Do either of the following:
 - Locate the IP address on the printer home screen.
 - From the printer home screen, touch **Settings > Network/Ports > Network Overview**.
- 2 Open a web browser, and then type the printer IP address.
- 3 Depending on your printer model, do one of the following:
 - Click **Apps**.
 - Click **Settings > Apps > Apps Management**.
 - Click **Settings > Device Solutions > Solutions (eSF)**.
 - Click **Configuration > Embedded Solutions**.
- 4 Click **Device Usage > Configure**.

Lexmark Print Management On-Premises

Configuring the application

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 In the Site ID field, type the ID of the server that stores the reports.
- 3 In the Server Type menu, depending on your configuration, select either **Web Service** or **LDD**.
- 4 In the Server URL field, type either of the following:
 - **http://hostname:9780/lmc**
 - **https://hostname/lmc**Where **hostname** is the host name or IP address of the server.
- 5 Select **Verify Certificate** to validate all connections to the server. If Verify Certificate is not selected, then CA will not be validated.
Note: This setting is applicable only when Server Type is set to **SaaS** or **LDD**.
- 6 In the Verification Mode menu, select either **chain** or **peer**.
Note: The default value is chain.
- 7 Upload the server SSL certificate to connect securely to the server.

8 In the CheckHosts field, type the additional host names (other than the default server URL) to verify the entries in the certificate. Use commas to separate multiple host names.

Note: By default, that white list contains just the server URL. Type additional host names in the CheckHosts field to include them in the white list.

9 Select the tracking settings.

10 If LDD is selected as the server type, then from the LDD Settings section, configure the settings.

Note: If tracking is enabled and the server type is set to **LDD**, then the print job file size information is shown in the reports. This feature is available only in some printer models.

11 Click **Apply**.

Note: For more information on each setting, see the mouse-over help.

Viewing reports

Before you begin, make sure that:

- For Lexmark Document Distributor version 4.0 or earlier, you have Adobe®Flash® Player version 10 or later. If your web browser settings do not allow ActiveX controls to run, then update the plug-in manually by visiting the Adobe website.
- Web browser cookies are enabled.

1 Open a web browser, and then type either of the following:

- **`http://hostname:9780/lmc`**
- **`https://hostname/lmc`**

Where **hostname** is the host name or IP address of the server.

2 Log in as an administrator.

Notes:

- The default user name and password is **admin**.
- If the Lexmark Management Console is configured to connect to an LDAP server, then use your LDAP user name and password.
- Starting all services may take several minutes when the server is first booted. If the Lexmark Management Console cannot be accessed immediately after booting the system, then wait a few minutes, and then try again.

3 From the Lexmark Management Console, click the **System** tab.

4 From the System section, select **Reports**.

Note: For more information on managing reports, see the *Lexmark Print Management Administrator's Guide*.

Lexmark Print Management Cloud

Securing access to the application

For information on the Embedded Solutions Framework (eSF) version installed on your printer, see the [help information documentation](#).

For eSF version 5.0 or later

- 1 From the Embedded Web Server, click **Settings** > **Security** > **Login Methods**.
- 2 From the Additional Login Methods section, click **Manage Permissions** beside either Cloud Authentication or Card Authentication.
- 3 Click **All Users**.
- 4 Expand **Function Access**, and then select the functions that you want to track.
- 5 Click **Save**.

For eSF version 4.0 or earlier

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Do the following:

Create a security template

A security template is composed of security building blocks, such as Internal Accounts, Kerberos, LDAP, LDAP+GSSAPI, and Active Directory. These templates are applied to the access control to secure printer functions and applications.

- a Depending on your printer model, do either of the following:
 - Click **Security** > **Security Setup** > **Security Template** > **Add a Security Template**.
 - Click **Security** > **Edit Security Setups** > **Security Templates** > **Add a Security Template**.
- b Type a security template name, and then select one of the following authentication setups:
 - For printer-based authentication on a standalone setup, select an internal account building block.
 - For printer-based authentication with Lexmark Print Management (LPM) Serverless Print Release on an Active Directory setup, select an LDAP+GSSAPI building block.
 - For LDAP authentication, select an LDAP building block.
- c Click **Save Template**.

Configure the access controls

- a Depending on your printer model, do either of the following:
 - Click **Security** > **Security Setup** > **Access Controls**.
 - Click **Security** > **Edit Security Setups** > **Access Controls**.
- b Click **Device Apps** or **Device Solutions**, and then do the following:
 - Set App 1 or Solution 1 to an internal account or LDAP+GSSAPI or Active Directory security template.
 - Set App 2 or Solution 2 to the application security template.

Note: The application security template is the template with CardAuth or CloudAuth as the authentication setup. For more information, see [“Create a security template” on page 8](#).

- Set App 3 or Solution 3 to an LDAP security template.

Notes:

- If LPM Print Release is installed, then set the Print Release access control to the application security template.
- For eSF version 2.x printers, use the eSF Security Manager application to configure access control.

- c Click **Submit**.

Configuring the application

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 In the Server Type menu, select **SaaS**.
- 3 In the Server URL field, type **https://lsp.lexmark.com/company**, where **company** is the unique name or ID assigned to your company.
- 4 From the SaaS Settings section, configure the settings.
- 5 Select the tracking settings.
- 6 Click **Apply**.

Note: For more information on each setting, see the mouse-over help.

Viewing reports

- 1 Open a web browser, and then type **https://lsp.lexmark.com/company**, where **company** is the unique name or ID assigned to your company.
- 2 Log in to the web portal.
- 3 From the top navigation bar, mouse over **Document Accounting**, and then click **Reports**.

Note: For more information on understanding generated reports, see the *Lexmark Print Management Cloud Administrator's Guide*.

Troubleshooting

Application error

Try one or more of the following:

Check the diagnostic log

- 1 Open a web browser, and then type **IP/se**, where **IP** is the printer IP address.
- 2 Click **Embedded Solutions**, and then do the following:
 - a Clear the log file.
 - b Set the logging level to **Yes**.
 - c Generate the log file.
- 3 Analyze the log, and then resolve the problem.

Note: After resolving the problem, set the logging level to **No**.

Contact your Lexmark representative

Cannot connect to the server

Try one or more of the following:

If LDD is selected as the server type, then use the `http://address:port/path` format

For example, `https://123.123.123.123:9780/lmc`.

Contact your Lexmark representative

Cannot find reports

Try one or more of the following:

Make sure to assign an authentication method to the security template of the tracked workflows

For more information on assigned security template for your printer, see the *Embedded Web Server Security Guide*.

For more information on Cloud Authentication or Card Authentication, see the administrator's guide for the application.

For eSF version 4.0 or earlier, make sure to require users to log in using either Cloud Authentication or Card Authentication

Jobs are not tracked when the lock screen is disabled and users do not log in.

For more information on the eSF version of your printer, see the [help information documentation](#).

For more information on Cloud Authentication or Card Authentication, see the administrator's guide for the application.

Contact your Lexmark representative

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