Downtime Assistant

Administrator's Guide

Contents

Overview

Use the application to access your files even when the IT system or network is down. The application continuously streams the files from an FTP site or network folder to the printer, and then saves them on the printer hard disk.

Note: A printer hard disk is required.

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

Configuring the application

Accessing the Embedded Web Server

1 Obtain the printer IP address. Do either of the following:

- Locate the IP address on the printer home screen.
- View the IP address in the TCP/IP section of the Network/Ports menu.

2 Open a web browser, and then type the printer IP address.

Accessing the configuration page for the application

1 From the Embedded Web Server, click **Settings** or **Configuration**.

2 Depending on your printer model, do one of the following:

- Click **Apps** > **Apps Management**.
- Click **Device Solutions** > **Solutions (eSF)**.
- Click **Embedded Solutions**.

3 Click **Downtime Assistant** > **Configure**.

Managing source report folders

1 From the Embedded Web Server (EWS), access the configuration page for the application.

2 From the Source Report Folder section, click **Add**.

Note: You can also edit or delete existing folders.

3 Configure the settings.

Notes:

- To retrieve all files, leave the source file name blank.
- If you are using SFTP (secure FTP), then set the update interval to at least 30 minutes.
- The number of files to be shown on the printer panel depends on the printer memory. To view all the files, use the web application.
- To configure the ordinal position of the report in the report list, specify the **Index** value. The default value is **1**.
- To remove previous reports during the next update interval, select **Remove Non-Existent Reports**. To maintain previous reports on the next update interval, disable **Remove Non-Existent Reports**.
- If report syncing or connection attempts to the source folder address fail, then an e-mail notification is sent to the specified e-mail address. The e-mail notification includes the identifier of the source report folder and the reason of failure.
- To use the printer location value as a source folder path, add **/%location%** to **FTP Server Address** or to **Network Share Address**. Make sure that a source folder with the same identifier as the printer location exists on the server.

- For more information, see the mouse-over help.

4 Click **Apply**.

Customizing the application icon

1 From the Embedded Web Server, access the configuration page for the application.

2 Specify the text and image that you want to appear on your home screen.

Note: Some applications require changing the settings from the profile page.

3 Apply the changes.

Setting application preferences

1 From the Embedded Web Server, access the configuration page for the application.

2 Configure the settings.

Notes:

- Direct Print automatically saves print jobs in the **\Direct Print** folder on the printer hard disk. To activate this function, configure the printer port number to **9444**. For more information, see .
- You can print files from the **\Direct Print** folder using the application only.
- Files in the **\Direct Print** folder are automatically deleted according to the report expiration setting.
- If report syncing or connection attempts to the source folder address fail, then the report expiration time is set to the default value.
- You can create nested folders in the **\Direct Print** folder by specifying a file name that meets the naming convention. For example, to save **Test.txt** in **\Folder1\Subfolder1**, rename the file to **Folder1_Subfolder1_Test.txt**, where the underscore is the delimiter.
- A delimiter may be any character.
- For file name conversion, you can have multiple **key=value** entries in one text file. Type each entry in a separate line on the file.
- For more information, see the mouse-over help.

3 Click **Apply**.

Exporting or importing a configuration file

1 From the Embedded Web Server, access the configuration page for the application.

2 Export or import the configuration file.

Notes:

- If a **JVM Out of Memory** error occurs, then repeat the export process until the configuration file is saved.
- If a timeout occurs and a blank screen appears, then refresh the web browser, and then export or import the configuration file again.

Configuring the printer port number

Configure the printer port number to activate Direct Print.

1 From the computer, open the printers folder, and then open the printer properties window.

2 From the Ports tab, configure the printer port number to `9444`.

3 Follow the instructions on the computer screen.

Securing the application

Increase security by requiring users to provide their authentication credentials to access the application.

Note: For more information on security configurations, see the *Embedded Web Server—Security Administrator's Guide*.

1 From the Embedded Web Server, click **Settings** or **Configuration**.

2 Click **Security** > **Security Setup**.

3 From the Advanced Security Setup section, click **Access Controls** > **Management**.

4 In the Apps Configuration menu, select a security template.

5 Click **Submit**.

Using the application

Managing files

Notes:

- Direct Print automatically saves print jobs in the **\Direct Print** folder on the printer hard disk. To activate this function, configure the printer port number to **9444**. For more information, see "Configuring the printer port number" on page 6.
- You can print files from the **\Direct Print** folder using the application only.
- Files in the **\Direct Print** folder are automatically deleted according to the report expiration setting. To change the expiration setting, see "Setting application preferences" on page 5.

Using the printer

1 From the printer home screen, touch the application icon.

  Note: If necessary, enter your authentication credentials.

2 If necessary, select a folder.

3 Manage your files.

  Note: The application can retrieve up to 2000 files, but only up to 300 random files may show on the printer display. To view all the files, use the web application.

Using the web application

1 From the Embedded Web Server, click **Applications** > **Downtime Assistant Web Retrieval**.

  Note: If necessary, enter your authentication credentials.

2 If necessary, select a folder.

3 Manage your files.

Viewing logs

Enable the logging options to generate logs. For more information, see "Setting application preferences" on page 5.

Open a web browser, and then type **IP/cgi-bin/script/printer/prtapplog**, where **IP** is the printer IP address.

Note: Locate the IP address on the printer home screen, or view it in the TCP/IP section of the Network/Ports menu.

Troubleshooting

Application error

Try one or more of the following:

Check the system log

1 From the Embedded Web Server, click **Settings** or **Configuration**.

2 Depending on your printer model, do one of the following:

- Click **Apps** > **Apps Management**.
- Click **Device Solutions** > **Solutions (eSF)**.
- Click **Embedded Solutions**.

3 Click **System** > **Log**.

4 Select and submit the appropriate filters.

5 Analyze the log, and then resolve the problem.

Adjust the scan settings

1 From the Embedded Web Server, access the configuration page for the application.

2 In the scan settings, select a lower scan resolution or turn off color scanning.

3 Click **Apply**.

Contact your Lexmark representative

License error

Try one or more of the following:

Make sure that the application is licensed

For more information on purchasing a license, contact your Lexmark representative.

Make sure that the license is up-to-date

1 From the Embedded Web Server, click **Settings** or **Configuration**.

2 Depending on your printer model, do one of the following:

- Click **Apps** > **Apps Management**.
- Click **Device Solutions** > **Solutions (eSF)**.
- Click **Embedded Solutions**.

3 Click the license status of the application from the list.

4 Update the license.

Insufficient memory

Make sure that space is available in the printer hard disk

1 From the Embedded Web Server, click **Reports** > **Print Directory**.

2 Note the value beside "free."

Note: For information on erasing printer hard disk memory, see the printer *User's Guide*.

Cannot retrieve files

Try one or more of the following:

Make sure that the source folder settings are configured correctly

For more information, see "Managing source report folders" on page 4.

Make sure that all appropriate network cables are securely connected and that the printer network settings are configured correctly

For more information, see the printer *User's Guide*.

Cannot print or view files

Try one or more of the following:

Make sure that the application supports the file format

For a list of supported file formats, see the *Readme* file.

Print files from the \Direct Print folder using the web application

Make sure that your web browser supports the file format

For more information, see the documentation for your browser.

Save the file to your computer

View or print the file using other compatible applications.

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