



Lexmark™

# Downtime Assistant

Version 5.3

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## Administrator's Guide

March 2020

[www.lexmark.com](http://www.lexmark.com)

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# Change history

## March 2020

- Removed information on license requirement.

## January 2019

Added information on the following:

- Configuring e-mail notifications
- Showing the device location on the Embedded Web Server
- Positioning source report folders
- Removing previous reports
- Resetting the report expiration timer

## March 2018

- Updated the application name from Downtime Reports to Downtime Assistant.

## August 2017

- Added information on FTP format.

## July 2016

- Initial document release for multifunction products with a tablet-like touch-screen display.

# 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

You may need administrative rights to configure 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.
  - From the printer home screen, touch **Settings** > **Network/Ports** > **Network Overview**.
- 2 Open a web browser, and then type the printer IP address.

## Managing source report folders

- 1 From the Embedded Web Server (EWS), navigate to the configuration page for the application:  
**Apps** > **Downtime Assistant** > **Configure**

- 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 application can retrieve files from subfolders up to the fifth level.
- Maintain Folder Structure applies only when the application is enabled to retrieve files from subfolders.
- 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**.

## Setting application preferences

1 From the Embedded Web Server, navigate to the configuration page for the application:

**Apps > Downtime Assistant > Configure**

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 [“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. The default setting is 6 hours. You can enter up to 8736 hours (1 year).
- 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**.

## Importing or exporting a configuration file

**Note:** Importing configuration files overwrites the existing application configurations.

1 From the Embedded Web Server, navigate to the configuration page for the application:

**Apps > Downtime Assistant > Configure**

2 Click **Import** or **Export**.

## 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.

# 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 6](#).

## Using the printer


1 From the home screen, touch the application icon.

**Note:** If necessary, enter your authentication credentials.

2 If necessary, select a folder.

3 Manage your files.

### Notes:

- To select all the files in a folder, open the folder, and then touch  > **Select All**.
- When selecting multiple secure PDF files, type the password for each secure PDF file.
- 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 **Apps > Launch Apps**.

2 Launch the Downtime Assistant Web Retrieval application.

**Note:** If necessary, enter your authentication credentials.

3 If necessary, select a folder.

4 Manage your files.

## Viewing activity logs

1 From the Embedded Web Server, access the web application.

2 Edit the URL by changing the link after **downtimeReporting** to **/logs**. For example, **IP/esf/prtappauth/apps/downtimeReporting/logs**, where **IP** is the printer IP address.

# 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

## Insufficient memory

### Make sure that there is available space in the printer hard disk

- 1 From the Embedded Web Server, click **Settings > Reports > Print > 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 FTP, follow the **//ftp.server/sample** format.

For more information, see [“Managing source report folders” on page 5](#).

### Make sure that all appropriate network cables are connected securely 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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