Print Management On-Premises

Version 2.8

Administrator's Guide

Contents

Overview

Use the Lexmark™ Print Management On-Premises solution to print documents from a central print queue.

Send your files to the server from a computer, a mobile device, the web, or through e-mail where they are held until printed. Jobs that are not printed after a specified period are deleted automatically.

The solution supports the following features:

- Require users to authenticate when using the standard functions of the printer. These functions include copying, faxing, e-mailing, and scanning to FTP or to a network.
- Let another user (called a delegate) print your jobs.
- Authenticate using your badge, card, PIN, or user name and password.
- Track user quota and usage.
- Send print jobs using AirPrint.

Lexmark Print Management On-Premises also lets you send print jobs using the following:

- Google Chrome™ browser
- Mobile device
- E-mail
- Web portal

The solution can also be used to do the following:

- Track jobs from a printer that is connected to the workstation using the USB port. For more information, see the *Local Printer Management Agent Print Tracker Component User's Guide*.
- Find workstations that have print jobs using the LPM Hybrid Print Release application as an alternative to using Active Directory or cloud storage. For more information, see Appendix H of the *Lexmark Print Management On‑Premises Configuration Guide*. For more information on serverless print release, see the *Lexmark Print Management Serverless Administrator's Guide*.
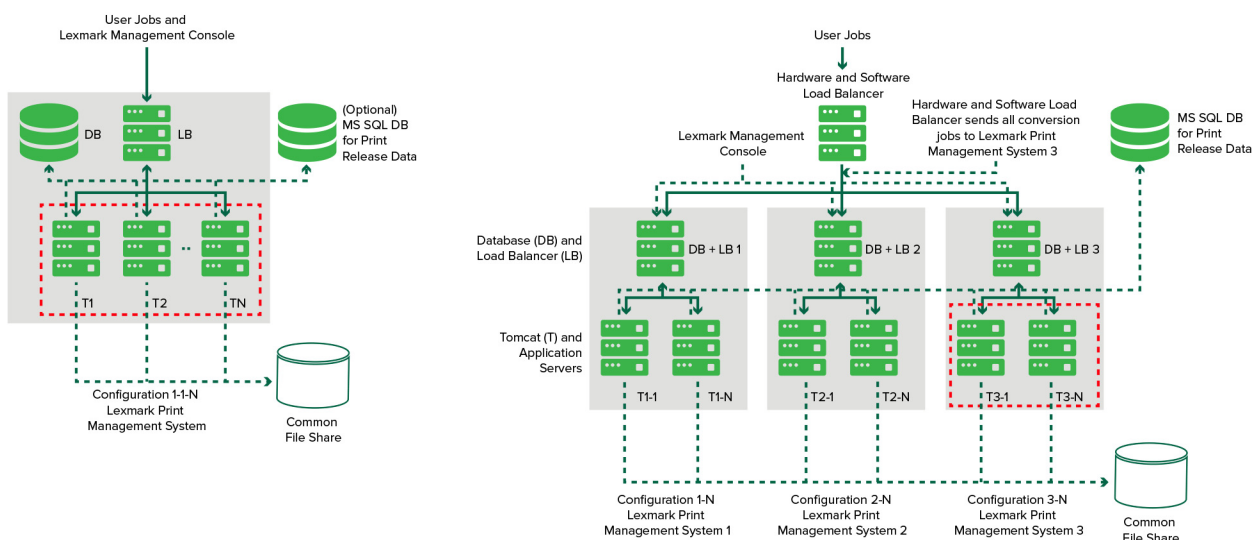
For information on how to print using this solution, see the *User's Guide*.

For information on how to print from your mobile device, see the *Lexmark Mobile Print User's Guide*.

For a list of supported printers and their firmware-level support, see the *Print Release Device Support White Paper*.

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

Using Lexmark Management Console

Accessing Lexmark Management Console

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 URLs:

- `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.

It may take several minutes to start all services 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.

Configuring the application

Changing the status of the server

Print Management lets administrators control whether jobs are sent to the server from the load balancer.

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

2 Select a server.

3 Click **Set Online** or **Set Offline**.

Notes:

- Before setting the server online, make sure that your printer has sufficient licenses. For more information on purchasing licenses, contact your Lexmark Technical Program Manager.
- Setting the server offline still allows administrators to stay connected to the server.

Configuring the application settings for your environment

Note: Before changing the settings, contact your Lexmark Solutions Development and Integration representative to make sure that the change is appropriate and necessary.

During the initial installation, your Lexmark Integration Specialist configures the settings of the solution to meet the needs of your environment. If you need to modify the settings because of user feedback or configuration changes within your environment, then do the following:

1 From the Lexmark Management Console, click the **Solutions** tab.

2 From the Solutions section, select **PrintReleasev2**.

3 From the Tasks section, select **Configuration**, and then change the settings.

4 Click **Apply**.

Adding printers to a device group

Before adding devices to the solution, make sure that you have obtained licenses from your Lexmark Technical Program Manager.

Add devices to the existing device group to have the same local settings as all other devices in the group. Creating groups also lets you organize all your devices, such as by location, and modify different configurations in the local settings, such as Print All Settings.

1 From the Lexmark Management Console, click the **Device Groups** tab.

2 From the Device Groups section, click **+**, and then type a unique name.

   Note: To use the existing group, select the name of your device.

3 From the Tasks section, select **Discovery Profiles**.

4 In the address field, type the IP address of the printer, and then click **Add**.

   Notes:

   - You can add only one IP address at a time.
   - Do not fill up any information in the fields unless that information is already configured on the added printers.

5 Click **Discover**.

6 From the Discovery section, select **Discover new devices only**, and then click **Discover**.

7 Click **Done**.

Note: To verify that your printer is successfully added, click **Summary** or **Discovered Devices** from the Tasks section.

Configuring the home screen

When new printers are added to the solution, you may need to configure the home screen for the following cases:

- The printer is part of a new device group.
- The printer is a different model from the printer that was configured previously.

Because different device classes have different capabilities, you must configure a separate custom home screen for each device class. For a list of supported printers in each device class, see the *Print Release Device Support White Paper*.

1 From the Lexmark Management Console, click the **Device Groups** tab.

2 From the Device Groups section, select a device group.

3 From the Tasks section, click **Home Screen**, and then select the type of printer to configure.

4 Select **Use this home screen as part of the device groups policy**.

5 In the Layout menu, select the number of buttons to show on the home screen.

6 Assign a button, action, and profile to each function.

Function	Action	Profile
Copy	Copy + Profile	CopyTrack
Fax	Fax + Profile	Use either of the following: • FaxTrackAnalog • FaxServerTrack
Email	Email + Profile	EmailTrack
FTP	FTP + Profile	N/A
Print Management	Single Profile	Print Release
Scan to Network	Single Profile	ScantoNetwork

Note: Unassigned buttons do not show on the home screen.

7 Click **Apply**.

Note: For more information on customizing the home screen for a device group, see the *Lexmark Document Distributor Administrator's Guide*.

Deploying applications to the printer

Before you begin, deploy the applications to the printer. Also configure the deployment and the home screen settings of all supported applications. For more information on deploying the applications, see the *Deployment White Paper* that came with the applications.

1 From the Lexmark Management Console, click the **Device Groups** tab.

2 From the Device Groups section, select **Print Release**.

3 From the Tasks section, select **eSF Configuration**, and then configure the deployment settings in the following order:

- deviceusage
- card reader drivers: keyboardreader, omnikey5427ckdriver, ominikeydriver
- advancedprompt
- IdleScreen
- badgeauth or cardAuth
- mobileAuth

Notes:

- IdleScreen is available only in Lexmark Print Management On-Premises version 2.5 or earlier.
- mobileAuth is available only in Lexmark Print Management On-Premises version 2.6 or earlier.

- By default, the compatible Embedded Solutions Framework (eSF) level and the recommended deployment order are installed.

4 From the eSF Applications section, do one or more of the following:

- To change the deployment order, click the up or down arrow button.
- To remove applications from a policy update, from the "Deploy to" section, clear the check box corresponding to the application.

5 Click **Save Settings**.

6 From the Tasks section, click **Policy Update** > **Update Policy**.

Note: The deployment can take from one to two minutes. For more information on how to improve the policy update performance, see <u>"Configuring chunk size for device discovery and policy updates" on page 9</u>.

7 Click **Done**.

Configuring Universal Configuration File (UCF)

1 From the Lexmark Management Console, click the **Solutions** tab.

2 From the Solutions section, select **PrintReleasev2**.

3 From the Tasks section, select **Security Setup Files**, and then configure the settings.

- **BadgeAuth**—Create an LDAP security building block that is compatible with e-Task2 devices.
- **BadgeAuth2**—Similar to BadgeAuth except that it is compatible with e-Task2+ devices or later.
- **CardAuth_e5**—Secure access to e-Task5 devices using a card reader.
- **MobileAuth_e5**—Secure access to e-Task5 devices using a mobile device.

Notes:

- MobileAuth_e5 is available only in Lexmark Print Management On-Premises version 2.6 or earlier.
- To remove eSF applications from a policy update, from the "Deploy to" section, clear the check box corresponding to the application.

4 Click **Apply**.

Configuring chunk size for device discovery and policy updates

When using three or more servers, reducing the chunk size increases the speed of device discovery and policy updates.

1 Access Lexmark Management Console from your Web browser, and then click the **Services** tab.

2 From the Services section, select **General**.

3 From the Tasks section, select **Parameters**.

4 In the ChunkSize field, enter a new value.

Note: When using three or more servers, a value as low as 2 may be appropriate.

5 Click **Apply**.

Scheduling cleanup tasks

Lexmark Print Management can establish total or color user quotas on a monthly or yearly basis. It can also limit function access by user or group and manage temporary badges. Schedule tasks to run for each feature to update and clean up data periodically.

If you are using quotas, then reset the quotas to delete the data from the previous year automatically and let users start with refreshed quotas. Schedule this task to run once a year on a schedule that works best for your business processes. For example, many schools run this task at the beginning of each school year.

If you are using function access, then update the group information periodically to provide access to the functions granted to their user role. Set the frequency that this task runs by how frequently users move around within groups in your environment.

For temporary badges, make sure to reset the user information associated with the badges. When the badge is assigned to a new user, the new user must re-register and cannot gain access to the previous user's jobs. Set the frequency that this task runs by how long you assign temporary badges.

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

2 From the System section, select **Schedule**.

3 Click **Add** > **Script** > **Next** > **None** > **Next**.

4 Select a solution and the script associated with your task.

- **ResetFAUserGroup**—The function access limit of the group is reset.
- **PrintDelete**—The print jobs are deleted automatically after a time.
- **GenerateCSV**—The report is generated after a time.
- **TempBadgeDelete**—The temporary badge data is deleted.
- **ResetQuota**—The user quotas is reset annually.
- **ResetUserGroup**—The users that are already defined in the database to their current group are updated.

5 Click **Next**.

6 From the "Choose the frequency" dialog, specify the start date and time, and how often the cleanup occurs.

7 Click **Finish**.

Setting up multiple domain support

Multiple domain support lets the device accept multiple domain configurations, so that different users under different domains can use the device.

1 Enable multiple domain support in Lexmark Management Console.

- **a** From the Lexmark Management Console, click the **Solutions** tab.
- **b** From the Solutions section, click **PrintReleasev2**.
- **c** From the Tasks section, click **Configuration**.
- **d** From the Configuration (PrintReleasev2) section, in the LDAP Multi-Domain Support menu, select **Enabled**.
- **e** Click **Apply**.

Note: If Mobile Print is installed, then also enable LDAP Multi-Domain Support for **mobileprint**.

2 Configure the following files:

- idm‑production‑config.properties
- ldap.properties

Note: For default installation, you can find these files at **C:\Program Files\Lexmark\Solutions\apps\idm\WEB-INF\classes** and **C:\Program Files\Lexmark\Solutions\apps\printrelease\WEB-INF\classes**, respectively. For more information, see the *Lexmark Print Management Installation Guide*.

3 Restart Lexmark Solution Application Server in Windows® Services.

Using Print Management Console

You need administrative rights to use the Print Management Console administrator portal.

Accessing Print Management Console

Note: If you are using Internet Explorer®, then use version 11 or later.

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

- **http://*hostname*:9780/printrelease/**
- **https://*hostname*/printrelease/**

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

2 Log in as an administrator.

Notes:

- The default user name and password is **admin**.
- If the Print Management Console is configured to connect to an LDAP server, then use your LDAP user name and password.

Configuring Print Management Console

1 Click ⚙ on the upper-right corner of the Print Management Console.

2 Do any of the following:

Set the Print Management Console login

a Click **Login**.

b In the Type menu, do either of the following:

- To use the Lexmark Management Console authentication, select **LMC Login**.
- To use the LDAP authentication, select **LDAP Login**, and then configure the settings.

c Click **Save Changes**.

Restrict access to the configuration settings

a Click **Configuration Access**.

b In the Authentication menu, do either of the following:

- To use a password, select **Password**, and then provide a password.
- To use your LDAP credentials, select **LDAP Group**, and then type the group name.

  Note: Make sure that the Print Management Console login is **LDAP Login**. For more information, see <u>"Set the Print Management Console login" on page 12</u>.

c Click **Save Changes**.

Show more features

By default, the only visible features on the pages are Dashboard, Print Queue, Delegates, and Badges.

a Click **Feature Options** > **Settings**.

b Select the features to show.

> **Note:** For more information on each feature, see <u>"Using the Print Management Console features" on page 14</u>.

c Click **Save Changes**.

Manage e-mail reports

Notes:

- The reports are based on the default dashboard.
- A maximum of only five reports are stored in the server.
- Depending on the size of the report, its delivery time may vary.
- The download file is a .zip file that contains CSV files that are named after each card in the dashboard.
- Large data such as data that is longer than two years may cause an error to the e-mail reporting feature.

a Click **Feature Options** > **E-mail Reporting**, and then do any of the following:

- To send e-mail reports, select **Enable E-mail Reporting**.
- To specify the frequency of e-mail reports, configure the Reporting Schedule section.
- To specify the sender, recipient, and default language of the e-mail reports, configure the Email Defaults section.
- To configure the SMTP server, configure the E-mail Setup section.
- To specify the location of the reports, configure the Reports Storage Location section.

  > **Note:** If the location is on a different server or in an enterprise environment with multiple servers, then share the reports with read-and-write access.

b Click **Save Changes**.

Manage AirPrint settings

a Click **AirPrint**, and then do any of the following:

- To change the server status, click **Server Status**.
- To configure server settings, click **General**.
- To configure print settings, click **Printing** or **Paper Options**.
- To view the DNS record, click **DNS Record**.

b Click **Save Changes**.

Manage LDAP settings

a Add, edit, or delete servers by configuring the following files:

- idm-production-config.properties
- ldap.properties

Note: For default installation, you can find these files at **C:\Program Files\Lexmark\Solutions\apps\idm \WEB-INF\classes** and **C:\Program Files\Lexmark\Solutions\apps\printrelease\WEB-INF\classes** respectively. For more information, see the *Lexmark Print Management Installation Guide*.

b Restart Lexmark Solution Application Server in Windows Services.

Using the Print Management Console features

By default, the only visible features on the page are Dashboard, Print Queue, Delegates, and Badges. To show more, see <u>"Show more features" on page 13</u>.

Dashboards

Note: The setting configured from the Lexmark Reports Aggregator Service determines the frequency of when the data is refreshed. For more information, see the *Lexmark Print Management On‑Premises Configuration Guide*.

1 From the Print Management Console, click **Dashboards**.

2 Do any of the following:

Create a dashboard

a Click **Actions** > **Dashboard** > **Create**.

b Type a unique name.

   Note: Dashboard names are case sensitive.

c Click **Create**.

Note: You can also copy or delete existing dashboards.

Create cards

a Select a dashboard, and then click **Actions** > **Add Card**.

b Type a unique name.

c Select a report type, and then configure its settings.

   Note: For more information on report types, see <u>"Understanding reports" on page 15</u>.

d Click **Add Card** > **Done**.

Notes:

- For the top user report, the ID of the users who released the jobs are shown.
- The environmental impact computations are using the Paper Calculator from Environmental Paper Network. For more information, go to www.papercalculator.org.

Change card layout

a Select a dashboard, and then click **Actions** > **Change View**.

b Select the number of columns.

Rename the dashboard

a Select a dashboard, and then click **Actions** > **Dashboard** > **Rename**.

b Type a unique name.

   Note: Dashboard names are case sensitive.

c Click **Rename**.

Note: You can also change the dashboard name from the Edit page.

Setting a default dashboard

The default dashboard has a ★ beside its name from the list of dashboards.
   Select a dashboard, and then click **Actions** > **Dashboard** > **Set as Default**.

Manage e-mail reports
   Click **Actions** > **Dashboard** > **Setup Reporting**.

   Note: For more information, see <u>"Manage e-mail reports" on page 13</u>.

Understanding reports

Report type	Report items
Color versus Mono—Shows the total number of printed color and black-and-white jobs.	• **Card Name** • **Chart Type** • **Date Range**
Duplex versus Simplex—Shows the total number of printed two-sided and one-sided jobs.	
Job Type—Shows the total number of sent jobs per type.	
Printed versus Deleted—Shows the number of pages that are printed and the number of pages that are deleted, based on the number of submitted pages. Pages that are deleted are expired or were removed manually.	
Environmental Impact—Shows some analysis on the printer usage, such as potential savings and environmental impact.	• **Card Name** • **Unit of Measurement**—Lets you select either the English or metric system when viewing the reports. • **Date Range**
Pages Printed—Shows the total number of printed jobs.	• **Card Name** • **Chart Type** • **Date Range** • **Interval**—Lets you view the daily, weekly, monthly, or yearly data of the report. **Note:** Selecting **Auto** shows the weekly data.
Top Printers by Job Type—Shows the printers with the highest usage per job type. The graph is sorted based on the page count.	• **Card Name** • **Job Type** • **Number of Printers** • **Date Range**

Report type	Report items
Top Users by Job Type—Shows the users with the highest usage per job type. The graph is sorted based on the page count.	• **Card Name** • **Job Type** • **Number of Users** • **Date Range**

Print and Reprint Queues

Use the Print Queue feature to view all submitted jobs that are not yet printed or deleted.

Use the Reprint Queue feature to view all submitted jobs that are printed at least once but not yet deleted.

1 Depending on your configuration, from the Print Management Console, do either of the following:
   - Click **Print Queue** or **Reprint Queue**.
   - Click **Print Jobs** > **Print Queue** or **Reprint Queue**.

2 Manage the print jobs.

   - Filter the list by typing the keywords in the Filter field, and then clicking .

     Note: Do not use special characters or symbols.

   - Show or hide columns by clicking .

   - Refresh the list by clicking .

   - Delegate, print, or delete print jobs.

     Note: When delegating to groups, only the group ID is shown on the Print Management Console user portal.

Delegates

View and manage user or group delegates.

A delegate is a user who is allowed to print another user's jobs. For example, an administrative assistant may print jobs submitted by an executive.

Notes:

   - You can assign an individual as the delegate or as part of a delegate group for more than one user. However, you can assign only one individual delegate or delegate group to each user.
   - When delegating to groups, only the group ID is shown on the Print Management Console user portal.

1 From the Print Management Console, click **Delegates**.

2 Manage the delegates.

   - Filter the list by typing the keywords in the Filter field, and then clicking .

     Note: Do not use special characters or symbols.

   - Refresh the list by clicking .

   - Add, edit, or delete users or groups.

Notes:

- **–** For groups, you can add only one member at a time.
- **–** If multiple domain support is enabled, then use the `user@domain.com` format. For more information, see .
- **–** If "Update delegation for existing jobs" is not selected, then the delegate can print only future jobs.

PIN

Increase security by adding a Print Release PIN to a user account. If Print Release PIN is not used, then Card Authentication PIN is used. For more information on Card Authentication, see the *Card Authentication Administrator's Guide*.

1 Depending on your configuration, from the Print Management Console, do either of the following:

- Click **PIN**.
- Click **Security** > **PIN**.

2 Manage the PINs.

- Filter the list by typing the keywords in the Filter field, and then clicking .

   Note: Do not use special characters or symbols.

- Refresh the list by clicking .
- Add, edit, or delete PINs.

   Note: You can create a random PIN by clicking **Generate PIN**.

- Import or export PINs.

   Note: When importing, use a CSV file with the `pin, userid` format.

Configuring PIN settings

1 Click on the upper-right corner of the Print Management Console.

2 Click **Feature Options** > **PIN**.

3 Configure the settings.

   Note: If Unique PIN is enabled, then make sure that there are no duplicate Print Release PINs in the Print Management Console. For more information, see.

4 Click **Save Changes**.

Badge

Manage badges registered for the solution.

Note: Configure the solution to let users register their badges when using the solution for the first time. For more information, see the *Card Authentication Administrator's Guide*.

1 Depending on your configuration, from the Print Management Console, do either of the following:
   - Click **Badge**.
   - Click **Security** > **Badge**.

2 Manage the badges.

   - Filter the list by typing the keywords in the Filter field, and then clicking .

     Note: Do not use special characters or symbols.

   - Show or hide columns by clicking .

   - Refresh the list by clicking .

   - Add, edit, or delete badges.

     Notes:

     – Make sure that the badge ID is mapped to your operating system user ID to get the print jobs from the print queue.
     – You can only add one badge ID at a time.
     – You can also create a temporary badge ID for a user.

   - Import or export badges.

     Note: When importing, use a CSV file with the **badgeid, userid** format.

Configuring badge columns

1 Click on the upper-right corner of the Print Management Console.

2 Click **Feature Options** > **Badge**.

3 Configure the following:
   - **Registered Device**—The printer where the badge was registered
   - **Last Used Device**—The printer where the badge was last used

4 Click **Save Changes**.

Function Access

Manage user or group access to printer functions.

1 Depending on your configuration, from the Print Management Console, do either of the following:
   - Click **Function Access**.
   - Click **Security** > **Function Access**.

2 Manage the access to printer functions.

- Filter the list by typing the keywords in the Filter field, and then clicking ![filter icon].

  Note: Do not use special characters or symbols.

- Refresh the list by clicking ![refresh icon].
- Add, edit, or delete accesses.
- Set the default access to printer functions.
  a Depending on your configuration, do either of the following:
    - Click **Groups** > **Defaults**.
    - Click **Users** > **Defaults**.
  b Select any of the following:
    - **Allow Copy**
    - **Allow Color Copies**
    - **Allow only Mono Copies on Color Devices**
    - **Allow Email**
    - **Allow Fax**
    - **Allow Scan to Network**
    - **Allow Print**
    - **Allow Color Print**
    - **Allow only Mono Print on Color Devices**

Allowing group access to printer functions

1 Click ![gear icon] on the upper-right corner of the Print Management Console.

2 Click **Feature Options** > **Function Access**.

3 In the Groups menu, select **Yes**.

4 Click **Save Changes**.

Quotas

View and manage user and group print quotas.

1 From the Print Management Console, click **Quotas**.

2 Manage quotas.

- Filter the list by selecting a quota type, typing the keywords in the Filter field, and then clicking ![filter icon].

  Note: Do not use special characters or symbols.

- Show or hide columns by clicking ![columns icon].
- Refresh the list by clicking ![refresh icon].
- Add, edit, or delete quotas.

Notes:

- **–** Add the group associated with the Active Directory® group manually. The group name must match the name in the Active Directory group.
- **–** A user quota is established depending on their Active Directory group.
- **–** The individual user quota supersedes the group quota.

Configuring quota settings

Manage user and group quotas on a monthly or annual basis. Depending on your configuration, the user receives a new allocation of pages on the first day of each month or year. Unused pages are not carried over from the previous time frame.

1 Click ⚙ on the upper-right corner of the Print Management Console.

2 Click **Feature Options** > **Quota**.

3 Configure the following:

- **Type**—Lets you select when the running quota is refreshed
- **Groups**—Lets you select whether the quota is applied on a group
- **Allow Edit**

4 Click **Save Changes**.

Policies

Manage user or group restrictions when printing. Print policies are predefined settings that are enabled when printing jobs. They override the print settings configured by a user.

Note: To enforce print policies during job submission, make sure that the Lexmark Print Management Client is installed on the user's computer. For more information, contact your Lexmark representative.

1 From the Print Management Console, click **Policies**.

2 Manage the policies.

- Filter the list by typing keywords such as the policy name in the Filter field, and then clicking ▼.

   Note: Do not use special characters or symbols.

- Refresh the list by clicking ↻.
- Add, edit, copy, or delete a policy.

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

- Add, edit, or delete users or groups.
- Assign policies to users or groups.

Allowing group policies

1 Click ⚙ on the upper-right corner of the Print Management Console.

2 Click **Feature Options** > **Policies**.

3 In the Groups menu, select **Yes**.

4 Click **Save Changes**.

Alternate Locations

View jobs on a printer, and print them on another printer.

1 Depending on your configuration, from the Print Management Console, do either of the following:
- Click **Alternate Locations**.
- Click **Device Functions** > **Alternate Locations**.

2 Manage the printers.

- Filter the list by typing the keywords in the Filter field, and then clicking .

  Note: Do not use special characters or symbols.

- Refresh the list by clicking .
- Add, edit, or delete the printers.
  - **Release IP**—The IP address of the printer where the print job is submitted
  - **Alternate IP**—The IP address of the printer where the print job is printed
  - **Alternate Display Name**
  - **Alternate Model Name**
  - **Alternate Device is Color**

PrintTrack Devices

Track user print jobs that are not sent to the printer print queue.

You can still print jobs through a shared Windows operating system print queue, but directly to the printer instead of being held before printing. To store the information with the print job data, add the information using the PrintTrack Device feature. If the information is not added, then the model and the device type are not stored in the usage date.

1 Depending on your configuration, from the Print Management Console, do either of the following:
- Click **PrintTrack Devices**.
- Click **Device Functions** > **PrintTrack Devices**.

2 Manage the sites.

- Filter the list by typing the keywords in the Filter field, and then clicking .

  Note: Do not use special characters or symbols.

- Refresh the list by clicking .
- Add, edit, or delete sites.
  - **Site**—The location where the print job is printed
  - **Address**—The IP address of the printer where the print job is printed
  - **Model Name**—The printer model number or custom text such as the printer friendly name

  – **Model Type**
  – **Comment**

Printer Nicknames

Printer nicknames are friendly names that are used on the e-mail watcher. The e-mail watcher uses them when monitoring the e-mail server to retrieve jobs.

1 Depending on your configuration, from the Print Management Console, do either of the following:

- Click **Printer Nicknames**.
- Click **Device Functions** > **Printer Nicknames**.

2 Manage the printers.

- Filter the list by typing the keywords in the Filter field, and then clicking ⏷.

    Note: Do not use special characters or symbols.

- Refresh the list by clicking ↻.
- Add, edit, or delete printers.

Testing the solution

After changing the configuration or adding devices to the device group, configure a client workstation to make sure that print queueing is working properly.

1 Open the printer wizard.

In Windows 10 operating system

a From the control panel, navigate to the Devices and Printers window.

b Click **Add a printer**.

In Windows 8 operating system

From the Search charm, navigate to:
Apps list > **Run** > type `control printers` > **OK** > **Add devices and printers**

In Windows 7 and Vista® operating system

a Click ⊞ > **Run**.

b In the Start Search dialog box, type `control printers`.

c Click **Add a printer** > **Add a network, wireless or Bluetooth printer**.

2 Select the option that lets you connect to your network printer, and then type the destination folder where your printer is located.

3 Set the printer as default, and then select the option that lets you print a page, if prompted.

4 From the printer home screen, touch **Print Release**.

5 Select the print job that contains the test page, and then touch **Print Selected**.

Managing and generating a report

Using Lexmark Management Console

Generating reports

Export the data from the usage tracking database to a CSV or a PDF file for data analysis.

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

2 From the Systems section, select **Reports**.

3 From the Available Reports section, select **PR ‑ Full Data Export**, and then specify the reporting period.

4 Select the output format.

5 Do either of the following:

Save the report

a Select **Save To**, and then click **...** beside the text field.

b Specify the folder path.

c If the folder is password protected, then provide the necessary credentials.

d Click **OK**.

E-mail the report

a Select **Email To**, and then click **...** beside the text field.

b Specify the e-mail settings.

c Click **OK**.

6 If necessary, add more parameters.

7 Click **Run Report**.

Adding a custom report

1 From the Available Reports section, click **+**.

2 Type a unique report name, and then configure the settings.

3 Click **Save**.

Scheduling reports

1 Access Lexmark Management Console from your Web browser, and then click the **System** tab.

2 From the System section, select **Schedule**, and then click **Add**.

Note: If you want to modify the existing schedule, then select the scheduled task, and then click **Edit**.

3 From the "Choose task" dialog, select **Report**, and then click **Next**.

4 From the Available Reports section, select **PR ‑ Full Data Export**, and then specify the reporting period.

5 Select the output format you want to generate.

- **PDF**—This generates a report in PDF format.
- **CSV**—This generates a report in Excel format.

6 If you want to save the exported file, then do the following:

a Select the **Save To** check box, and then click the button next to the "Save to" field.

b Specify the path of the folder where you want to save the file, and then click **OK**.

7 If you want to send the report to an e-mail address, then do the following:

a Select the **Email To** check box, and then click the button next to the "Email to" field.

b Specify the recipient of your e-mail and other information, and then click **OK**.

8 Click **Next**.

9 From the "Choose the frequency" dialog, specify the start date and time and how often the generated report runs, and then click **Finish**.

Using Print Management Console

Generating reports

1 From the Print Management Console, click **Dashboards**.

2 Select a dashboard, and then select a card.

Exporting reports

1 From the Print Management Console, generate a report.

2 Click , and then click **Export**.

Troubleshooting

Cannot log in to the web portal

Try one or more of the following:

Make sure that the user credentials are correct

If the Print Management server is configured to connect to an LDAP server, then use your LDAP user name and password.

If the Print Management server is configured to support multiple domains, then select a domain, and then type your user name and password.

Contact your LDAP administrator

Cannot find users

Make sure that there are no duplicate Print Release PINs in the Print Management Console

For more information, see .

Firmware failure [9yy.xx]

The firmware on the device needs to be updated.

Contact Lexmark Help Desk for more information on the latest firmware update.

An application error about a missing bean on the home screen

Restart the Lexmark Solutions Application Server service on the LDD server.

Profile server is not responding

Make sure that all required Lexmark services on the LDD load balancer are running

1 From the LDD load balancer, navigate to:

   Settings > **Control Panel** > **Administrative Tools** > **Services**

2 Make sure that the following services are in a Started state:
   - Firebird Server - Default Instance
   - Lexmark Solutions Backup and Restore Agent
   - Apache2

- Lexmark Solutions Apache Agent
- Lexmark Solutions Web (or Protocol)
- Adaptor
- Lexmark Solutions License Manager

Make sure that Lexmark Solutions Application Server is running

Restart the Lexmark Solutions Application Server service on the LDD server.

Unable to add new devices using LMC

Make sure that your printer has sufficient licenses

1 From LMC, click the **System** tab, and then select **Licenses**.

2 Check if the licenses of your printer are added on the server and are not expired.

Note: If you have not purchased licenses or if the licenses are expired, then contact your Lexmark Technical Program Manager.

"Out of Policy" error message still appears even after multiple tries to update the policy

The licenses may not be configured to allow the number of devices in the group. Contact your Lexmark Technical Program Manager to determine the number of printers for which licensing was purchased.

"Unsupported Device" error message appears when installing a badge reader to the printer

Make sure that the appropriate driver is installed on the printer

If you do not know the driver that is required, then check another working printer in the environment or contact Lexmark Help Desk.

"Unable to Read Badge Data" error message appears when swiping the badge

Make sure the badge reader has the correct configuration file

If you do not know the required configuration file, then check another working printer in your environment or contact Lexmark Help Desk.

Print jobs submitted by the users do not appear in the print queue

Try one or more of the following:

Make sure that the user credentials are correct

If the Print Management server is configured to connect to an LDAP server, then use your LDAP user name and password.

If the Print Management server is configured to support multiple domain, then select a domain, and then type your user name and password.

For Microsoft Windows operating system, make sure that the Lexmark Universal Print Driver of your shared printer is installed on your computer and that the port is configured to the Print Management server

For more information, contact Lexmark Help Desk.

For Mac OS operating system software, make sure that the generic print driver is installed on your computer

For more information, contact Lexmark Help Desk.

Make sure that the document name and the user ID are correct and that the user is not logged in using a different user ID when printing

For more information, see "Print and Reprint Queues" on page 16.

Make sure that the badge ID is registered to the correct user ID

For more information, see "Badge" on page 18.

An error has occurred when swiping the badge

Make sure that the badge ID is registered to the Print Management Console

For more information, see "Badge" on page 18.

Restart the printer

The card reader may be having issues that require the printer to be restarted.

Page count is inaccurate

Make sure that the print jobs are not sent until they are finished spooling

1 From the printer folder, right-click your printer, and then click **Printer properties** or **Properties**.

2 Click the **Advanced** tab, and then select the following check boxes:

- **Spool print documents so program finishes printing faster.**
- **Start printing after last page is spooled.**

3 Click **OK**.

Note: Print Management page count tracking is for trending purposes only and is not designed for billing.

Appendix

Contacting Lexmark Help Desk

When contacting Lexmark Help Desk, make sure that you have the following information to expedite handling of issues:

- The PIN of your company, if provided.
- The version of LDD your printer is currently connected to.

  To obtain the version, do the following:
  1 Access Lexmark Management Console from your Web browser.
  2 From the top section of the page, click **About**.

- The version of the Print Management solution you are currently using.

  To obtain the version, do the following:
  1 Access Lexmark Management Console from your Web browser.
  2 Click the **Solutions** tab, and then select **PrintReleasev2** in the Solutions section.
  3 From the Tasks section, select **Summary**, and then find the version section.

Understanding Print Management database fields

Usage data field	Description
ID	The unique ID referenced to a job.
SITE	The location where the job is submitted.
USERID[*]	The name of the user who submitted the job. This data matches your operating system user ID.
SUBMITIP	The IP address of the printer where the job is submitted.
PRINTJOBNAME	The name of a print job.
SUBMITDATE	The date and time the print job is submitted.
FINALDATE	The date and time the print job is printed.
FINALACTION[*]	The job performed by the user. • **P**—A print job is printed. • **D**—A job is deleted. • **C**—A copy job is printed. • **F**—A fax job is printed. • **E**—An e‑mail job is printed. • **T**—An FTP job is printed. • **S**—A scan job is printed to a network.
FINALSITE	The printer where the job is printed.
* Basic Print Management supports tracking for printing and deleting of print jobs only. The solution tracks other standard printer functions if authentication is used to access the function and if you purchased the tracking option.	

Usage data field	Description
NUMPAGES	The number of pages a job contains.
RELEASEIP	The IP address of the printer where the job is printed.
RELEASEUSERID	The name of the user or delegate who printed the job.
RELEASEMETHOD	Indicate how a job is tracked, printed, or deleted. **PRINT** **T**—A print job is printed outside of a Print Management queue. **P**—A print job is printed. **W**—A print job is printed from the Print Management Console. **D**—A print job is printed through a Print Management queue. **COPY** **T**—A copy job is printed from the Lexmark Management Console. **E-MAIL** **T**—An e-mail job is printed from the Lexmark Management Console. **FAX** **T**—A fax job is printed from the Lexmark Management Console. **S**—A fax job is printed through a fax feature of the printer. **R**—A fax job is submitted through a fax feature of the printer. **FTP** **T**—An FTP job is printed through an FTP. **SCAN TO NETWORK** **T**—A scan job is sent to a network. **DELETE** **W**—A print job is deleted from the Print Management Console. **U**—A print job is deleted from the printer. **A**—A print job is automatically deleted from the queue or is expired.
PRINTJOBCOLOR	Show whether a job is printed in color or in black and white. **Y**—A job is printed in color. **N**—A job is printed in black and white.
PRINTJOBDUPLEX	Show whether a job is printed on one or both sides of the page. **Y**—A job is printed on both sides of the page. **N**—A job is printed on one side of the page.
PRINTJOBPAPERSIZE	The size of the paper used for the print job.
RELEASEMODEL	The model name of the printer for the print job.
RELEASEMODELTYPE	The type of printer used for the print job. **C**—The job is printed using a color printer. **M**—The job is printed using a monochrome printer. **U**—The job is printed using an unknown printer.
* Basic Print Management supports tracking for printing and deleting of print jobs only. The solution tracks other standard printer functions if authentication is used to access the function and if you purchased the tracking option.	

Usage data field	Description
RELEASEHOSTNAME	The IP address of the printer where the job is printed.
DESTINATION	The location where the e-mail and the fax jobs are sent.
PROFILE	Show the profile executed to complete the job.
CUSTOM1	More information from a defined LDAP attribute.
CUSTOM2	
CUSTOM3	
* Basic Print Management supports tracking for printing and deleting of print jobs only. The solution tracks other standard printer functions if authentication is used to access the function and if you purchased the tracking option.	

Solutions setting index

Item	Can be local[†]	Values	Description
Site	✓	<any text string>	The descriptor for the name of the site tracked in a print job. Use this item only when the solution is used across customer locations.
User Authentication	✓	Provided by Device[*] Badge Badge with Database Lookup Badge with LDAP Lookup PIN with Database Lookup PIN with LDAP Lookup Userid Only Userid/Password Custom	Determines the method used for authenticating user IDs. **Notes:** • If the Badge Auth eSF or PKI/CAC application is installed and used, then set it to **Provided by Device**. • If the badges or PIN values are stored in the database tables, then the Database Lookup setting is used. • Use Active Directory or LDAP for LDAP options. • Userid/Password and Userid Only require users to enter their credentials on the printer control panel. • Custom refers to a custom authentication script.
Alternate Badge Login	✓	Disabled Userid/Password[*] PIN with Database Lookup PIN with LDAP Lookup	An authentication method where the badges are the primary login and the users are allowed to enter their credentials manually. **Note:** This method does not work when Badge Auth eSF is installed.
[*] The default value of a setting			
[†] The item that is in the local solutions settings and can be defined per printer group			

Item	Can be local[†]	Values	Description
Register New Badge Users	X	Disabled[*] Enabled	Allows users to enter their LDAP credentials, if prompted, to register their badges for the first time. **Note:** This setting does not work when Badge Auth eSF is installed.
Badge Prompt	X	<any text string> Please Swipe Your Badge[*]	Shows the message on the screen before the users enter their credentials. **Note:** This setting does not work when Badge Auth eSF is installed.
Touchscreen - Print All	✓	Disabled[*] Enabled	Allows users to select the Print All option. **Note:** This setting applies only to touch-screen printers.
Keypad Only - Job Release	✓	User selects from the list[*] Print all jobs	Determines whether a user is allowed to browse and select a print job or to print all print jobs after authenticating.
Keypad Only - User Options[*]	✓	Print Only[*] Print and Delete	Allows users to delete a print job selectively. **Note:** This setting applies only to non-touch-screen printers.
Keypad Only - Print All	✓	Disabled[*] Enabled	Allows users to select all print jobs. **Note:** This setting applies only to non-touch-screen printers and when Keypad Only - Job Release is set to **User selects from the list**.
Job Display Order	X	Date Printed (Descending)[*] Date Printed (Ascending)	Determines whether print jobs are displayed in descending or ascending order.
Job Print Order	X	Date Printed (Descending)[*] Date Printed (Ascending)	Determines whether released print jobs are displayed in descending or ascending order.
Directory for Print Jobs	X	<any network or local path> c:\lexmark\printrelease[*]	The location where print jobs are held or saved.
Username for Print Job Directory	X	<any text string>	The name of the user with read and write privileges to the directory specified in Directory for Print Jobs. **Note:** If a domain account is used, then the user name is written as **<domain; username>**.
Password for Print Job Directory	X	<any text string>	The password assigned to the user with read and write privileges to the directory specified in Directory for Print Jobs.
[*] The default value of a setting			
[†] The item that is in the local solutions settings and can be defined per printer group			

Item	Can be local[†]	Values	Description
Directory for Encrypted Print Jobs	X	\<any network or local path\> c:\lexmark\printrelease[*]	The location where encrypted print jobs are saved. The administrator uses PrintCryption or smart cards to encrypt the print jobs.
Job Encryption Method	X	Device Certificate[*] User Certificate	Indicates the certificate used to decrypt encrypted print jobs before the jobs are released. • If PrintCryption is used, then select **Device Certificate**. • If smart cards are used, then select **User Certificate**.
Delete Unprinted Jobs After Specified Hours	X	1–168 10[*]	Indicates the number of hours that the printer waits before a print job is deleted.
Delete Printed Jobs After Specified Hours	X	1–24 0[*]	Indicates the number of hours that the printer waits before a released and kept job for reprinting is deleted. **Notes:** • Any value from 1 to 24 enables reprinting. • 0 disables reprinting.
Function Access	X	Disabled[*] By Userid By Group	Determines whether a user or a group accessed certain printer functions.
User Quotas	X	Disabled[*] By Userid By Group	Determines the number of quotas a user or group is set for print and copy jobs.
Quota Duration	X	Monthly[*] Yearly	Determines whether quotas are measured on a monthly or yearly basis.
Default User Total Quota	X	\<any positive integer value\> 0[*]	Indicates the initial number of pages that the user is allowed to print or copy.
Default User Color Quota	X	\<any positive integer value\> 0[*]	Indicates the initial number of pages that the user is allowed to print or copy in color.
Default User Allow Color	X	Yes[*] No	Determines whether a user is allowed to print in color.
Quota for Group Members	X	By Group[*] By User	Determines if an administrator can override the quotas for individual users or all users in a group. **Note:** This setting applies only when User Quotas is set to **By Group**.
[*] The default value of a setting			
[†] The item that is in the local solutions settings and can be defined per printer group			

Item	Can be local[†]	Values	Description
Show Copy Quota Remaining	X	Never[*] Before Copy Job After Copy Job	Determines whether users are notified of their remaining allowable number of times to copy.
Reset Quotas	X	Reset All Totals[*] Remove All users	Determines whether to reset the quotas or remove the users from the quota table. **Note:** This setting works only if the ResetQuotas script is configured.
Quota Overage	X	Disabled[*] Enabled	Allows users to exceed their allotted print and copy quota.
Alternate Release Locations	X	Disabled[*] Enabled	Determines whether a user is allowed to release a job to another printer.
Enable Printing from Unix/Novell	X	Yes No[*]	Determines whether a user can perform advanced processing of the incoming jobs released from a print queue in a UNIX, Linux, OS X, or Micro Focus (formerly known as Novell) operating system environment.
LDAP Multi-Domain Support	X	Disabled[*] Enabled	Allows the device to accept multiple domain configurations, and different users under different domains can use the device.
LDAP Server	X	<any text string>	The LDAP server used for authentication.
LDAP Port	X	389[*] 636 3268 3269	Indicates the port used by the LDAP server. • 389 is the standard LDAP port. • 636 is the standard LDAP port with SSL. • 3268 is the Global Catalog. • 3269 is the Global Catalog with SSL.
LDAP Use SSL	X	Yes No[*]	Determines whether Print Management uses SSL when querying LDAP.
LDAP Login Username	X	<any string>	The user ID used to log in to the LDAP server.
LDAP Login Password	X	<any string>	The password used to log in to the LDAP server.
LDAP Userid Type	X	Principal Name[*] Distinguished Name	The user ID format used for LDAP login credentials.
LDAP Principal Domain	X	<any text string>	Indicates the domain name used in LDAP. **Note:** This domain name is used when LDAP Userid Type is set to **Principal Name**.
LDAP Search Base	✓	<any text string>	The LDAP search base used with LDAP queries.

[*] The default value of a setting
[†] The item that is in the local solutions settings and can be defined per printer group

Item	Can be local[†]	Values	Description
LDAP Use Advanced Config File	X	Yes No[*]	Determines whether the LDAP system requires LDD to use an Advanced Config File.
LDAP Userid Attribute	X	<any text string>	The name of the LDAP field containing the user IDs.
LDAP Badgeid Attribute	X	<any text string>	The name of the LDAP field containing the badge numbers. **Note:** This setting is required when User Authentication is set to **Badge with LDAP Lookup**.
LDAP PinID Attribute	X	<any text string>	The name of the LDAP field containing the PIN numbers. **Note:** This setting is required when User Authentication is set to **PIN with LDAP Lookup**.
LDAP Email Attribute	X	<any text string> mail[*]	The name of the LDAP field containing the users' e-mail addresses. **Note:** This setting is required when any of the advanced e-mail features is used.
LDAP Home Directory Attribute	X	<any text string> homeDirectory[*]	The name of the LDAP field containing the users' home directories. **Note:** This setting is required when Scan to Network profile and destination settings are configured in User's Home Directory.
LDAP Custom Attribute 1	X	<any text string>	Used only when users have more LDAP attributes in tracked usage data.
LDAP Custom Attribute 2			
LDAP Custom Attribute 3			
Copy - Return to Copy Screen	X	Yes No[*]	Determines whether the printer allows users to return to the copy home screen after completing a copy job.
Copy - Warning Threshold	X	0 - 999	Indicates the number of copies that a user requires to confirm before the copy job is released. **Notes:** • 999 is the factory default setting. • 0 disables this feature.
[*] The default value of a setting			
[†] The item that is in the local solutions settings and can be defined per printer group			

Item	Can be local[†]	Values	Description
Copy - Copy Center Threshold	X	<any integer>	Determines the number of pages allowed on a single copy job. **Notes:** • If the number of pages exceeds the maximum, then a prompt appears informing users to use Copy Center. Users cannot proceed with the copy job. • 0 is the factory default setting.
Copy Center Error Message	X	<any text string> This job is too large to be processed on this device. It must be sent to the Copy Center.[*]	Shows an error message when the number of pages exceeds the maximum number of pages set in Copy - Copy Center Threshold.
Email - From Source	X	LDAP[*] Database Device	Indicates what e-mail address to use when sending an e-mail from a printer. **Notes:** • LDAP and Database use the user's e-mail address. • Device uses the e-mail address configured in the printer e-mail settings.
Email - User can only send to self	X	Yes No[*]	Determines whether users send e-mail to themselves or to any other e-mail addresses.
Email - Send User a copy	X	Yes[*] No	Determines whether users receive a copy of released e-mail jobs released.
Email - Track Destination	X	Yes No[*]	Determines whether to track the e-mail addresses in the "TO" field after completing an e-mail job.
Email - Send Thru	X	MFP[*] Server	Determines whether the user sends an e-mail from a printer or an LDD server.
Email - Return to Email Screen	X	Yes No[*]	Determines whether the printer allows users to return to the e-mail home screen after completing an e-mail job.
[*] The default value of a setting			
[†] The item that is in the local solutions settings and can be defined per printer group			

Item	Can be local[†]	Values	Description
Email - Maximum Attachment Size	X	<any integer>	Determines the maximum size of the file (in megabytes) a user can attach to an e-mail. **Notes:** • 0 is the factory default setting. Using the factory default setting disables the checking of the attachment. • If the size of the file exceeds the maximum, then the user cannot proceed with the e-mail job.
Email - Maximum Size Error Message	X	<any text string> The attachment exceeds the maximum allowed size set by your email system; the email cannot be sent.[*]	Shows an error message when the size of the file exceeds the maximum size set in Email - Maximum Attachment Size.
Fax - Track Destination	X	Yes No[*]	Determines whether the printer tracks fax destination numbers after completing a fax job.
Scan to Network - Destination	X	User's Home Directory[*] File Share File Share + Userid File Share + LDAP Attribute Database Lookup	Determines the type of destination path when scanning to a network.
Scan to Network - File Share	✓	<any network or local path>	Specifies the destination path from any of the File Share options set in Scan to Network - Destination.
Scan to Network - Subfolder	X	<any text string>	Specifies the subfolder of the network destination.
Scan to Network - Create Directory	X	No[*] Yes - Create Only Yes - Create and Set Permissions	Determines whether the printer creates a directory automatically when the network destination path set by the user does not exist.
Scan to Network - Authentication	X	User Service Account[*] Prompt User for Password	Specifies the printer authentication type when scanning to a network.
Scan to Network - Domain	X	<any text string>	Determines the network domain used when scanning to a network.
Scan to Network - Userid	X	<any text string>	Determines the name of the user who sends the job to a network. **Note:** This setting applies only when Scan to Network - Authentication is set to **Use Service Account**.

[*] The default value of a setting

[†] The item that is in the local solutions settings and can be defined per printer group

Item	Can be local[†]	Values	Description
Scan to Network - Password	**X**	<any text string>	Determines the password assigned to the user who sends the job to a network. **Note:** This setting applies only when Scan to Network - Authentication is set to **Use Service Account**.
Scan to Network - Default Filename	**X**	<any text string> Scan[*]	Specifies the name of the document sent to a network.
Scan to Network - Append Timestamp	**X**	Yes[*] No	Determines the date and time appended to a document when sent to a network.
Scan to Network - Prompt to Scan More	**X**	Yes No[*]	Determines whether the user selects to scan again after completing the Scan to Network job. **Note:** To let users return to the Scan to Network home screen, set it to **No**.
Track Device Hostname	**X**	Yes[*] No	Determines whether the printer host name or IP address is recorded with the usage data.
Print - Duplex Check for Page Counts	**X**	Disabled Enabled[*]	Determines whether to record the printer performing the advanced checking of jobs printed on both sides of the page.
Print File Operations	**X**	Use Standard Method[*] Use Alternate Method	Determines whether the printer saves the file in a standard or alternate method.
Use Device Usage for Print Stats	**X**	Yes No[*]	Determines whether to use the printer to track print jobs. **Note:** To prevent LDD from recording the print jobs to the usage data, set it to **Yes**.
User Server Time for Device Usage	**X**	Yes No[*]	Determines whether the printer time is used for usage data. **Note:** To record LDD server time for usage data, set it to **No**.
Job Separator	✓	Disabled[*] Enabled	Determines whether the printer places a sheet of paper between pages.
Show Print Status	**X**	Disabled Enabled[*]	Allows you to show a status message on the screen when printing a job.

[*] The default value of a setting

[†] The item that is in the local solutions settings and can be defined per printer group

Understanding standard reports

Usage by device (PR_DeviceUsageReport.jasper)

Report field	Description
Device IP	The IP address of the printer where you printed the job
Serial Number	The serial number of the printer where you printed the job
Output Volume (Total)	The total number of print and copy jobs printed
Print (Total)	The total number of print jobs printed
Print (Color)	The total number of jobs printed in color
Print (Mono)	The total number of jobs printed in black and white
Print (Duplex)	The total number of jobs printed on both sides of the paper
Copy	The total number of copy jobs printed
Email	The total number of e-mail jobs printed
Fax	The total number of fax jobs printed
Scan	The total number of jobs sent to a network
FTP	The total number of jobs sent to an FTP address

Usage by device host name (PR_DeviceUsageReport_Hostname.Jasper)

Note: The host name is obtained through DNS query. If the host name is not configured in DNS, then the IP address will be used as substitute.

Report field	Description
Device Name	The name of the printer where you released the job
Output Volume (Total)	The total number of print and copy jobs released
Print (Total)	The total number of jobs printed
Print (Color)	The total number of jobs printed in color
Print (Mono)	The total number of jobs printed in black and white
Print (Duplex)	The total number of jobs printed on both sides of the paper
Copy	The total number of copy jobs released
Email	The total number of e-mail jobs released
Fax	The total number of fax jobs released
Scan	The total number of jobs sent to a network
FTP	The total number of jobs sent to an FTP address

Usage by device IP address and model name (PR_DeviceUsageReport_IPModel.jasper)

Report field	Description
Device IP	The IP address of the printer where you printed the job
Serial Number	The serial number of the printer where you printed the job
Model	The model name of the printer where you printed the job
Output Volume (Total)	The total number of print and copy jobs printed
Print (Total)	The total number of print jobs printed
Print (Color)	The total number of jobs printed in color
Print (Mono)	The total number of jobs printed in black and white
Print (Duplex)	The total number of jobs printed on both sides of the paper
Copy	The total number of copy jobs printed
Email	The total number of e-mail jobs printed
Fax	The total number of fax jobs printed
Scan	The total number of jobs sent to a network
FTP	The total number of jobs sent to an FTP address

Usage by device IP address, model name, and model type (PR_DeviceUsageReport_IPModelType.jasper)

Report field	Description
Device IP	The IP address of the printer where you printed the job
Serial Number	The serial number of the printer where you printed the job
Model	The model name of the printer where you printed the job
Output Volume (Total)	The total number of print and copy jobs printed
Print (Total)	The total number of print jobs printed
Print (Color)	The total number of jobs printed in color
Print (Mono)	The total number of jobs printed in black and white
Print (Duplex)	The total number of jobs printed on both sides of the paper
Copy	The total number of copy jobs printed
Email	The total number of e-mail jobs printed
Fax	The total number of fax jobs printed
Scan	The total number of jobs sent to a network
FTP	The total number of jobs sent to an FTP address

Detail print report by device (PR_detailPrintReportByDevice.jasper)

Group header	
User	The name of the user who printed the print job
Total Print	The total number of pages printed

Report field	Description
Device IP	The IP address of the printer where you printed the print job
Serial Number	The serial number of the printer where you printed the job
Print Job Name	The name of the print job defined by the submitting system and extracted from the print job header
Print (Total)	The total number of print jobs printed
Color	Determines whether a job is printed in color
Duplex	Determines whether a job is printed on both sides of the paper
Paper Size	The size of the paper selected at the time the print job was printed

Detailed print report by user (PR_DetailPrintReportByUser.jasper)

Group header	
User	The name of the user who released the print job
Total Print	The total number of pages printed

Report field	Description
Device Address	The IP address of the printer where you released the print job
Print Job Name	The name of the print job defined by the submitting system and extracted from the print job header
Print (Total)	The total number of print jobs released
Color	Determines whether a job is printed in color
Duplex	Determines whether a job is printed on both sides of the paper
Paper Size	The size of the paper selected at the time the print job was released

Detailed print report by host name (PR_detailPrintReportByUser_Hostname.jasper)

Group header	
User	The name of the user who released the job
Total Print	The total number of pages printed

Report field	Description
Hostname	The host name of the printer where you released the job
Print Job Name	The name of the print job defined by the submitting system and extracted from the print job header
Print (Total)	The total number of print jobs released
Color	Whether a job is printed in color
Duplex	Whether a job is printed on both sides of the paper
Paper Size	The size of the paper selected at the time the job was released

Detailed print report by printer IP address, model name, and model type (PR_detailPrintReportByUser_ IPMMT.jasper)

Group header	
User	The name of the user who printed the print job
Total Print	The total number of pages printed

Report field	Description
Device IP	The IP address of the printer where you printed the print job
Serial Number	The serial number of the printer where you printed the print job
Model	The model name of the printer where you printed the print job
Model Type	The model type of the printer where you printed the print job
Print Job Name	The name of the print job defined by the submitting system and extracted from the print job header
Print (Total)	The total number of print jobs printed
Color	Determines whether a job is printed in color
Duplex	Determines whether a job is printed on both sides of the paper
Paper Size	The size of the paper selected at the time the print job was printed

Detailed print report by printer IP address and model type (PR_detailPrintReportByUser_ IPModelType.jasper)

Group header	
User	The name of the user who printed the print job
Total Print	The total number of pages printed

Report field	Description
Device IP	The IP address of the printer where you printed the print job
Serial Number	The serial number of the printer where you printed the print job
Model Type	The model type of the printer where you printed the print job

Report field	Description
Print Job Name	The name of the print job defined by the submitting system and extracted from the print job header
Print (Total)	The total number of print jobs printed
Color	Determines whether a job is printed in color
Duplex	Determines whether a job is printed on both sides of the paper
Paper Size	The size of the paper selected at the time the print job was printed

Color or mono printing report by user (PR_ColorMonoByUser.jasper)

Report field	Description
User	The name of the user who released the print job
Print (Total)	The total number of print jobs released
Print (Mono)	The total number of jobs printed in black and white
Print (Color)	The total number of jobs printed in color

Usage report defined in Custom1 field (PR_[custom1]UsageReport.jasper)

Group header	
Custom1	The variable name defined as attribute for grouping users in LDAP database

Report field	Description
User	The name of the user who released the job
Copy	The total number of copy jobs released
Email	The total number of e-mail jobs released
Fax	The total number of fax jobs released
Print (Total)	The total number of print jobs released
Print (Mono)	The total number of jobs printed in black and white
Print (Color)	The total number of jobs printed in color
Print (Duplex)	The total number of jobs printed on both sides of the paper

Single-sided or two-sided printing report by user (PR_simplexDuplexByUser.jasper)

Report field	Description
User	The name of the user who released the job
Print (Total)	The total number of print jobs released
Print (Simplex)	The total number of jobs printed on one side of the paper
Print (Duplex)	The total number of jobs printed on both sides of the paper

Top or bottom 20 users report by print count (PR_top20PRINTUser.jasper or PR_bottom20PRINTUser.jasper)

Report field	Description
User	The name of the user who owns the print job
Print (Total)	The total number of print jobs released
% of Total	The percentage of print jobs the user released against the total number of print jobs all users released

Top or bottom 20 users report by copy count (PR_top20COPYUser.jasper or PR_ bottom20COPYUser.jasper)

Report field	Description
User	The name of the user who released the copy job
Page Count (Total)	The total number of copy job the user released
% of Total	The percentage of copy job a user released against the total number of copy job all users released

Top or bottom 20 users report by e-mail count (PR_top20EMAILUser.jasper or PR_bottom20EMAILUser.jasper)

Report field	Description
User	The name of the user who released the e-mail job
Page Count (Total)	The total number of e-mail job a user released
% of Total	The percentage of e-mail job a user released against the total number of e-mail job all users released

Top or bottom 20 users report by scan to network count (PR_top20SCANUser.jasper or PR_ bottom20SCANUser.jasper)

Report field	Description
User	The name of the user who sent the scan job to a network
Page Count (Total)	The total number of scan job the user sent to a network
% of Total	The percentage of scan job a user sent to a network against the total number of scan job all users sent to a network

Top or bottom 20 users report by fax count (PR_top20FAXUser.jasper or PR_ bottom20FAXUser.jasper)

Report field	Description
User	The name of the user who released the fax job
Page Count (Total)	The total number of fax job the user released
% of Total	The percentage of fax job a user released against the total number of fax job all users released

Deleted pages report by user (PR_pageDeletedByUser.jasper)

Report field	Description
User	The name of the user who deleted the jobs
Page Count (Total)	The total number of all deleted jobs
Deleted User	The total number of jobs the user deleted
Deleted System	The total number of jobs the system automatically deleted
% of Total	The percentage of jobs the user and the system deleted against the total number of all deleted jobs

Notices

Edition notice

December 2018

The following paragraph does not apply to any country where such provisions are inconsistent with local law: LEXMARK INTERNATIONAL, INC., PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions; therefore, this statement may not apply to you.

This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in later editions. Improvements or changes in the products or the programs described may be made at any time.

References in this publication to products, programs, or services do not imply that the manufacturer intends to make these available in all countries in which it operates. Any reference to a product, program, or service is not intended to state or imply that only that product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any existing intellectual property right may be used instead. Evaluation and verification of operation in conjunction with other products, programs, or services, except those expressly designated by the manufacturer, are the user's responsibility.

For Lexmark technical support, go to **http://support.lexmark.com**.

For information on Lexmark's privacy policy governing the use of this product, go to **www.lexmark.com/privacy**.

For information on supplies and downloads, go to **www.lexmark.com**.

© **2013 Lexmark International, Inc.**

All rights reserved.

Trademarks

Lexmark and the Lexmark logo are trademarks or registered trademarks of Lexmark International, Inc. in the United States and/or other countries.

ActiveX, Windows, Windows Vista, Internet Explorer, and Active Directory are either registered trademarks or trademarks of the Microsoft group of companies in the United States and other countries.

Adobe Flash Player is either a registered trademark or trademark of Adobe Systems Incorporated in the United States and/or other countries.

All other trademarks are the property of their respective owners.

AirPrint and the AirPrint logo are trademarks of Apple, Inc.

GOVERNMENT END USERS

The Software Program and any related documentation are "Commercial Items," as that term is defined in 48 C.F.R. 2.101, "Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. 12.212 or 48 C.F.R. 227.7202, as applicable. Consistent with 48 C.F.R. 12.212 or 48 C.F.R.

227.7202-1 through 227.7207-4, as applicable, the Commercial Computer Software and Commercial Software Documentation are licensed to the U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

Index

Symbols