

***Mercury Managed Print
Services
User Manual***

Version 11.11

Mercury Managed Print Services User Manual

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1 Introduction

1.1 Welcome

To navigate through the online help, use the content table or the index list at the left side of the window. The right part displays the information about of the particular topic.

Within the content table you may

 open closed chapters by clicking on them,

 close open chapters by clicking on them.

Within a particular chapter you may

 open closed sections by clicking on them,

 close open sections by clicking on them.

Within the index you may search using primary keywords. These are in alphabetical order. By moving the mouse pointer over them, a menu will be opened with title 'Go to', which offers links to click for display of the topic, matching the keyword.

This software uses Info-ZIP's compression utility. Info-ZIP's software (Zip, UnZip and related utilities) is free and can be obtained as source code or executables from various anonymous-ftp sites, including <ftp.uu.net:/pub/archiving/zip/>.

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2 Login

Before you may enter your account or configure the system in a role of an administrator, you have to login using your user name and password. Fill the fields of the form and then click 'Login'.

User name

Enter the user name.

Password

Enter your personal password.

Access key

Optional access key for users with different passwords or rights. Access keys may be defined in the [user properties](#).

With LDAP authentication, here you also can use an LDAP user name. This user then has to be member of an LDAP group corresponding to the User name. For more information please see '[LDAP Role group naming](#)'.



Please note that for the integrated [authentication](#) procedure the password can differ from your Windows password.

3 Mercury Managed Print Services

3.1 Printer Monitor

The Printer Monitor is used for a quick overview of all SNMP states, reported from the printing devices. The number of printer errors, printer warnings and printer information is displayed, as well as if a toner level of a monitored printing system for this user has fallen below the toner threshold that has been defined for this user. A warning symbol is displayed if one printing system's toner level of this user has fallen below the defined threshold. If no toner level has fallen below this threshold, a green checkmark is displayed.

[Show]

Allows the selection of either one certain user, or all users for displaying the gathered printer information.

For a detailed view of the error states of all printing systems for a certain user, the name of the user has to be clicked within the displayed list. The window that opens now, shows the error states of each printer of this user. By clicking on the TCP/IP address of a printer, the exact error history can be displayed for this printer. All displayed information can be printed on any desired printing system by clicking on the 'Print' entry within each report. By clicking 'Export' the information may be saved as a csv file.

Event notes

Notes may be added to events, for which a user mail was generated. A reply of the mail may be sent back to the servers mail account. If the subject does not contain the keywords 'Threshold reached', 'Maintenance event' or 'Printer problem' please add "[dfm]" to the mail subject.

The first line of the reply mail will be added as a remark to the event. You may add '[critical]', '[warning]' or '[information]' (default) to the note text. The remarks will be shown in the printer monitor and also in the [event log](#). To delete an event note, send the text '-' (single minus character). Sending back the first line with "[clear]" without any additional characters will mark the event as cleared. Clearing the event will be acknowledged with another mail telling that the event was cleared by mail

The original mail text must be included in the reply mail. Different mail clients use different formats, which can result in errors. In this case, the following points should be considered:

- The mail should be sent in text format
- If the subject ('Threshold reached', 'Maintenance event', 'Printer Problem') was changed by configuration, '[dfm]' should be added to the original subject
- The first line of the mail body contains the desired note text.
- 'Customer' and 'Event identification' of the original mail is followed after one or more line breaks:

Customer *cusotmer name*

Event identification xxxxxxxxxxxxxxxxxxxx

The words 'Customer' and 'Event identification' may change due to the selected language of the customer/dealer. Within the reply mail these words have to be used in the language of the server system. With a German server that is 'Kunde' and 'Event Identifikator'.

Note as XML attachment

Also an XML file, which contains an event note, may be sent as an attachment of an e-mail to the servers mail account. The subject has to be 'dfm [customer]-note'. The XML file has to be in the following form:

```
<?xml version="1.0" encoding="UTF-8"?>
<NoteList submitter="customer" version="1">
  <Note>
    <EventId>Event-Id</EventId>
    <Text>Remark</Text>
    <Severity>Severity</Severity>
    <TimeUTC>yyyy/mm/dd hh:mm:ss</TimeUTC>
  </Note>
</NoteList>
```

The Event-Id is mentioned in the event e-mail. The severity may have a value from 1 (= critical) to 6 (= other). The time, which will be stored with the remark, must be in UTC (Coordinated Universal Time).

- ⚠ If an event note is applied successfully for the first time at the server, you must re-login at the web application. Otherwise the notes are not displayed.

3.2 Reports

3.2.1 On Users

Reports

Overview

Generates an overview of all users with their current settings.

Customer list

Generates an overview of all customers of a dealer.

Maintenance Preview

Generates an overview of all maintenance events and printer troubles of a customer. If a date in the future is selected, all events are listed, that are likely to occur up to this date. In case of a pages interval the occurrence is calculated on basis of the paper consumption in the past.

3.2.2 On Printers

Depending on the preferred report, several parameters are available before the report is generated, for selecting which users or printing systems should be included into this report, and for which timeframe or date this report should be generated.

Dealer / Customer

One certain or all users can be selected here for being included into the report.

Customer filter

One certain or several users can be selected here by name using a search pattern. Choose '?' for a single arbitrary character or a '*' for several arbitrary characters.

Group

A previously defined [group](#) can be chosen here as criterion for printing systems to be covered by the report.

Location

The location for the printing systems, that should be included into the report, can be entered here.

Network address

A part of the network address for the printing systems, that should be included into the report, can be entered here.

Model / Vendor

The printer or manufacturer names for the printing systems, that should be included into the report, can be entered here.

S/N

A part of the serial number for the printing systems, that should be included into the report, can be entered here.

I/N

A part of the inventory number for the printing systems, that should be included into the report, can be entered here.

Date

The exact data for that the report should be generated, can be specified here.

Reporting period

Select a pre-defined period of time here. For each type of time period you may chose between the current and the previous period.

To use your own time period, you may enter a start and an end date. Entering a date is done using a calendar, which becomes visible as soon as you click into the field.

Level

The percentage level of consumables can be defined here as a threshold for printing systems that should be included into this report.

Remaining day range

You can define a maximum range here. If set, the report will show all consumables with a remaining range less or equal.



Reports always will be displayed in a separate window. Please take care that your browser allows opening windows and no popup blocker is active.

Reports

Printer Overview

Generates an overview of all printers with their current settings.

Management State

Generates an overview of all printers with their acquisition history.

Event Log

Generates an overview of printer errors and system events.

Configured Notifications

Generates an overview of the notifications assigned to the printers.

Firmware

Generates an overview over the firmware of the printers and its state (unknown, outdated or locked)

HP Firmware Table for Security Check

Creates a table that can be used to compare HP printers firmware versions to HP security check

Device Properties

Creates an overview of printer properties and features such as resolution, number of bins and trays, color, duplex, etc.

Unreachable

Generates a list of printers that have no actual data within a given period. Possible reasons are marked red.

3.2.3 Counter Reports

Reports

Acquisition periods

Generates an overview of the acquisition periods of all printers with the corresponding initial page counts.

Page Counters

Generates a report with the current counter values of each printer.

Page Counters (History)

Generates a report with all counter values of each printer, stored in the database.

Click Volume

Generates a click-volume report.

Continuous Feed / Label Counter

Generates a report with type and counters of printed labels

Capacity Utilisation

Generates a report for comparison of the monthly print volume with the nominal value given by the manufacturer as optimal.

3.2.4 Supplies

Reports

Consumables

Generates a report about the supply markers of the printers.

Current Coverage

Creates an overview of the current coverage rate, calculated from the consumption and the number of pages since the last refill, based on the manufacturer's specifications. The printer is used as the source for the manufacturer's specifications if it reports the capacity in pages or images. Otherwise, the value entered under [Supplies](#) is used. If both options do not result in a value, the smallest known page range available is used.

Average Coverage

Creates an overview of the average coverage for a period of time. For this purpose, the values calculated at refills within the interval are averaged.

Consumables Range

Generates a forecast of the marker range in print pages and days.

Consumables History

Generates a report about the supply markers of the printers as history.

Continuous Feed / Label Usage

Generates a report with type and usage of labels or continuous feed formats.

3.2.5 Statistics

Reports

From version 7.20 of the MPS software, also messages about printed pages, captured by docuFORM embedded apps, can be processed within the MPS software's statistics reports. However, if the initial, very first message of an embedded app about printed pages does not fall on the first day of a month, then for monthly reports all messages about printed pages from this embedded app will be ignored by MPS Software until the next first day of a month. The same applies to weekly reports. Here all messages of an embedded app over printed pages are ignored by the MPS software until the next start of a week.

3.3 Users

Administrators may add users manually.

If you are not an administrator, you only may access your personal data. Administrators may search for specific users within the list view and then edit their properties by clicking the user name within the result list.

[Search]

Starts searching for users, using the search pattern. All users will be listed, as long as their name starts with the given search pattern. An empty search pattern lists all known users.

Click on the column headings to sort the result set accordingly. Clicking repeatedly changes the sort order from ascending to descending and reverse.

[All]

Clears the search pattern and displays all known users.

User

Displays the search result ordered by the users' name.

Full name

Displays the search result ordered by the users' full name.

Dealers

Reduces the result to dealers.

Customers

Reduces the result to customers.

Accounting

Reduces the result to accounting users.

[List]

Switches display to list view.

[Reset]

Undo all changes made in input fields.

[Delete]

Will delete the displayed user after confirmation. This is allowed to administrators only.

[OK]

Saves all data as displayed to the database. The date of update and the reference to the user, who modified the data, will be updated.



Without a Server Service restart, it takes approximately 30 seconds until changes are recognized during going process.



User data that are intended to be used for accounting users or to be delivered to querying Mercury Printing System systems can be imported from a csv file named **users.csv**. There are several methods to bring this file to your server:

- Copy the file into the directory %ProgramData%\docuFORMDevFleetMgmt\server\cascade\in From the imported data accounting users will be created or updated in the server's database. Also the data will be provided to querying Mercury Printing System systems.
- Send the file as an attachment of an e-mail with subject **users.csv** oder **users.zip** to the server mailbox. The attachment needs to be packed as a ZIP archive that has been protected using the [encryption password](#) for data transmission.
- Copy the file into the directory %ProgramData%\docuFORMDevFleetMgmt\server\nps\in When choosing this directory the user data will not be imported in fact, but will be forwarded to querying Mercury Printing System systems.

The csv file can contain following columns, that are separated by a semicolon (;)

| | |
|-------------|--|
| name | User name, unique and required. Any other columns are optional |
| forename | First name |
| surname | Last name |
| costcenter | Users cost center |
| validuntil | Expiration date of the account. Format: YYYYMMDD |
| identifier | User identification on card terminals |
| smartcardid | Card number |

| | |
|-------------|--|
| mail | User's e-mail address |
| homefolder | Home folder path |
| description | Free text |
| pin | Alternative identification code at card reader terminals |
| groups | Group assignments used by Mercury Printing System systems. Use a semicolon to separate multiple group names and enclose the whole column text with double quotes in this case. |

Beside the "**name**" column all columns are optional.

Note: In case a column text contains the column separator character the column text needs to be quoted with double quotes.

General

Account data

User name

The users login name. This name is a system-wide unique name.

Change password

Here you enter your password for authentication. Please note that this password may be different from the password you are using with your Windows user account.

Full name

The user's full name.

Description

An arbitrary text to describe the user or his function.

E-mail address

The user's e-mail address.

Cost center

The cost center a user is assigned to. The name you enter here will only be used to group users using a common cost center and to show it in suitable reports. Actually it can not be used to manage access restrictions or rights of users.

Street

Street and house or postbox from the postal address of the user.

Zip

Zip code from the postal address of the user.

City

City from the postal address of the user.

Permissions**Administrator**

If this option is set, the user becomes an administrator. Administrators are allowed to configure the system, create new records and reports. This option can be set by administrators only.

'Read only' access

If this option is checked, a group manager has read only access to the data.

Show dashboard

If this option is set, the customer is authorized to set up a dashboard. This option can be set by a dealer or administrator only.

Show reports

If this option is set, the user is allowed to generate reports on accounting data, even if he is not an administrator. This option can be set by administrators only.

Order shop

If this option is set, the user is allowed to use the supply order module. This option is only available, if this module is licensed.

Use MPS apps for data collection

If this option is set, a customer can collect printer data using Mercury Managed Print Services MPS apps on Android and IOS devices. This option is only available if this customer's dealer has been assigned a REST API capable data collection client and the dealer has been authorized for REST client communication when he logged in.

Private thresholds

If this permission is granted to a customer, they are allowed to define and assign their own [thresholds](#) to their printers. If not, this is subject to the dealer.



Permission of this right forces a reset of all existing assignments for this customer's printers, because when granted the customers will not be able to assign other thresholds than their own.

Private alerts

If this permission is granted to a customer, they are allowed to define and assign their own [alerts](#) to their printers. If not, this is subject to the dealer.




Permission of this right forces a reset of all existing assignments for this customer's printers, because when granted the customers will not be able to assign other alerts than their own.


Announce / delete printers

If a customer is granted this right, they can register a network printer their self at one of their Mercury Managed Print Services clients. The printer is then monitored by the client and the data is reported to

the server. They can also delete printers registered with them on the server. With the standard authorization, only the dealer or an administrator may do this.


-  Announcing network printers requires that the Mercury Managed Print Services client is accessible on the web server's network. The '*Monitor newly found printers immediately*' option must be enabled on the client.

The availability of this feature is controlled for the entire server by the '*Allow printers to log on to the client service*' setting.

-  Deleting a printer also deletes all associated printer data and thus the entire history of the printer.

App deployment

While the ability to install apps in the printer is always available for administrators and dealers, provided it has been enabled system-wide in the settings, this can be controlled for customers via this right.

-  Deploying printer apps requires that the Mercury Managed Print Services server runs in the same network as the respective printers.

XML printer export

If this option is set, the user is allowed to export printer data as an xml file. This option is only available, if this module is licensed.

SDS-Support

This enables support of HP Smart Device Services for a dealer. The host of this server thus grants dealers to offer HP SDS support to their customers.

KFS-Support

Enabling a dealer to use Kyocera Fleet Services. The server operator thus allows the dealer to offer KFS support to his customers.

Restrictions

Valid until

If a date is entered here, the user becomes invalid with this date, i.e. after this date the print jobs he submits will be refused. Entering a date is done using a calendar, which becomes visible as soon as you click into the field. This option can be set by administrators only.

Customer trial period

Trial period for the customer.

Managed / Unmanaged printers

The system administrator may specify, how many of the licensed printers may be maintained as managed or unmanaged printers by this particular dealer.

Locked

If this option is set, the user is locked. Every print job the user submits will be refused. This option can be set by administrators only.

Devices

Data collection client used for MPS apps

Here, a REST API capable data collection client can be assigned to a dealer, which is to be used for customers who want to collect their printer data using Mercury Managed Print Services MPS apps on Android and IOS devices. Once a data collection client has been assigned, the dealer can activate the authorization option **Use MPS apps for data collection** for a (new) customer, which creates a source identifier for this customer on the data collection client.

Reset authorizations

Reset all device authorizations of this user. For dealers all authorizations of the dealer and his customers will be reset. When requesting a new access token, the credentials must be reentered at all devices of these users



Even if the authorizations are reset, access to the API remains possible until the current access token of the client has expired.



Smart Device Services

Dealer option:

As a dealer who wants to offer HP Smart Device Services support to customers, you have to enable this option. You will be registered then with the HP SDS cloud and get your own SDS account ID. After that your customers may also enable the support of HP SDS at their Mercury Managed Print Services clients.

In case you want to access your customers' printer data independently of Mercury Managed Print Services, you have to register for an HP Id account. While doing that your SDS account ID is required.




Please keep in mind that an HP Id password will expire every 90 days and has to be renewed.

This option is only available if the host of this Mercury Managed Print Services server has granted it to you as a dealer.

Customer option:

With customers, this option is visible only to the dealer and administrator if the dealer has enabled it for the customer. It is automatically active if the customer has enabled the HP Smart Device Services interface on their <PRODUCTNAME> client. Registering the JAMC Connector with the customer automatically creates an SDS customer ID and activates SDS for the customer.


Alternatively, the customer can also use HP's Cloud DCA service without installing the HP JAMC Connector. In this case, this option must be activated manually, which creates a customer ID in the HP SDS Cloud. A JAMC Connector registered later will be associated with this ID. Note that SDS supports only one client per connector, while Mercury Managed Print Services supports multiple clients per client.

-  Please note that turning off this option will delete the customer in the SDS Cloud and thus all data recorded there with its history will be lost!

The *Onboarding* button can be used to read the CSV file created with the HP MPS Onboarding Tool. The Onboarding Tool is used to announce the devices in the SDS Cloud. By importing the CSV file, these devices are mapped to the SDS customer ID of that customer. Cloud DCA devices do not require a JAMC Connector, but it can still be used additionally as Cloud DCA is not available for all HP devices.

Kyocera Fleet Services


If you are a dealer wishing to offer Kyocera KFS to your customers, you must enable this option. You then have to specify the parameters required to log in to KFS. You obtain these from the server operator or directly from Kyocera. You can test the login by clicking the *Test connection* button. Your KFS User Id will appear below it if the login was successful.

-  KFS support requires that the customer exists in KFS with the same name as in the Mercury Managed Print Services server. In addition, his printers must be assigned to his Group Id in KFS.

The Mercury Managed Print Services server then compares every 3 hours the customers with the KFS groups and the printers by their serial numbers. Printers that are known in the Mercury Managed Print Services server and were found in the KFS then show another tab KFS on the printer page. From there the KFS page of the printer can be opened. To do this, you need to log in once during the runtime of the browser with the KFS user ID of the dealer.

On the customer page, activate this option *iMercury Managed Print Services* is not to determine the printer data with the *Mercury Managed Print Services* client, but instead obtains the data directly from KFS. In this case, the counter readings and fill levels of toner and waste toner container are queried directly by the KFS. The customer only needs to install the *Mercury Managed Print Services* Client if he wants to monitor other printers that are not known in KFS. Alarm messages are not supported in this case.

After activation it takes a few minutes until the client is detected in KFS. You can see if the customer was found in the KFS by an existing KFS group ID. The data is then read out every 6 hours, provided that a group Id could be determined and the printer could be identified in KFS using the serial number.

-  If this option is enabled and the printer was found in KFS, printer data that is further reported by *Mercury Managed Print Services* client will be discarded and only data obtained from KFS will be recorded.

Access keys

Additional access keys may be defined here to distinguish users with different passwords or rights.

Notifications


Format of e-mail notification

By default, notification e-mails are sent in the language of the system, where the server application is running on. If needed, the language can be changed here. The list contains all currently available translations. *Automatic* is used to let the system chose.

The data delivered in these e-mails can be processed by other applications. This data is delivered in a *Format* by choice. Currently the *CSV* and the *XML* format are supported. This option controls how the CSV data is delivered, either as file *attachment*, or appended to the *mail body* are not at all.

Format of hot-folder data transfer

As an alternative or in addition to e-mails, data can be written as file into a hot-folder on the server system. Here for you might chose *Language* and *Format* as well.

 The Evatic format supports page counters only. With this format no files will be created for click volume and consumable status.

Evatic® Integration

This option for customers allows sending of device data directly to their dealer's Evatic® server. To do this, dealers have to configure the access parameters for their Evatic® server on their *data export* page. Then, if a customer enabled this option here, in addition to the notification mail device data will be sent over internet to the dealer's Evatic® server directly.

Currently Evatic® supports the following notifications: counters, consumable levels, printer problems and maintenance events.

E-mail / hot-folder transfer

Here you may configure to automatic sending of status e-mails reporting the printers' page counters and current consumables level. Enter a valid e-mail address into the field '*Receiver*'. Several e-mail addresses may be entered separated by comma. The period within this e-mail will be send is selected in the field '*Send*'.

If available you might enter a hot-folder into which e-mail attachments are copied as file. In case you want to use hot-folders only, leave the e-mail address empty.

Counter and consumables status reports are sent periodically. There is a **limitation to 5.000 printers**. To manually demand this mail at any time, mark the box named '*Schedule now*'.

Depending on the selected cycle the e-mail concerning click volume measures the preceding cycle, i.e. with monthly cycle each 1st of each month the e-mail will be sent measuring data of the month before. With cycle of quarters, on 01/01., 04/01, 07/01 and 10/01 will be sent the mail with results of the preceding quarter and so on. Forcing this mail manually will measure data of the actual month.

A reminder for counter reporting can be sent on the 15th and/or 30th of a month. This refers to local printers that were created manually and is configured on a customer basis.

A counter entry notification is configured on a dealer basis and will send a message with the configured subject to the specified recipient address once counter readings have been entered for a local printer.

Notification mails about consumable replacement is sent as soon as detected.

With the option *Notification of address changes for printers*, the dealer receives an e-mail as soon as the address (IP or DNS name) of one of his customers' printers has been changed. The recipient

address used for this is the address set under *System messages*; these have to be activated for this.

With the option *Notification about Location/Contact changes on printers*, the dealer receives an e-mail as soon as the SNMP parameters Location or Contact have been changed on one of his customers' printers. The recipient address used for this is the address set under *System messages*; these have to be activated for this.

If *update of event notes* is set, the customer will receive an e-mail whenever the note of a printer event was changed by sending a reply mail to the event mail. The address used as receiver is the address set as the customer's *e-mail address*.

The e-mail address for 'system events' is also used, if a new password for the webclient login is requested.

E-mail about app deployment at printer (on customer's page only)

This option enables and configures receiver for e-mails being sent whenever an app deployment task was finished.



Smart Device Services e-mail notification (on customer's page only)

This option enables and configures receiver for e-mails being sent whenever HP SDS is notifying about an event at a printer of this customer or a recommended service action.



Brother machine log und status notification (on customer's page only)

Dealers can use this option to activate the forwarding of data to the Brother MPS system for a customer. If activated, a machine log is sent regularly to the configured e-mail address of the Brother MPS system at the set interval. At the same time, status notification mails, if any, are sent to the Brother MPS system after each data transmission. This is done automatically and independently of the alert rules.

E-mail when exceeding nominal PPM or page limits (on customer's page only)

Each day after midnight the number of life time counter clicks is compared to the nominal print volume per month, given by the manufacturer of the printer. When this value was exceeded, an event for this printer is created. In addition - if a valid e-mail address was entered here - this event will be notified to this address.

In addition you can define a number of monochrome or color pages as a 24 hour limit for the customer's printing systems. When a value greater than 0 and a valid e-mail address is entered, each day after midnight the click volume will be checked. Setting a value to 0 disables it.

Starting from the time, when the last counter values were delivered at the day before, the number of printed pages within a time frame of 24 hours is compared to the given limits. If any printer exceeded the limit, an e-mail, in which all affected printers will be listed, will be sent to the configured address.


Clear ALL notifications for devices (on customer's page only)

This is used to clear any reference of [alert rules](#), [marker thresholds](#), [coverage alerts](#) and [maintenance events](#) for printers of the user. Each option, if set for clearance has to be confirmed and can not be undone, except by assigning the references newly again.

Data export


Printer stock export (XML)

All printers including counters and supply levels may be exported as an XML file. The file may be generated automatically or manually and will be sent to the specified e-mail address or saved in the specified directory respectively.

 This functionality is only accessible if licensed

Order list export (XML)


If 'Order shop' ('General'-Tab) is activated, a directory may be specified here. If a supply is ordered, an XML file with order information is placed here to be processed by a subsequent system. Alternatively an e-mail address may be specified to which the file is sent. If the supply suggestions of the system shall not be confirmed manually ([Order suggestions](#)), they may be processed automatically.

 This functionality is only accessible if licensed

Evatic® Integration

These settings are available for dealers only. Here dealers can configure the access parameters to their Evatic® server. The parameters are server address, account name and password. The external system ID is given by the Evatic® Integration Tool at server side and has to be generated there before, then this number value has to be entered here.

Evatic® servers are using SSL secured communication. This requires installation of the certificate of the Evatic® server on the Mercury Managed Print Services server. To do this, open the Certificates snap-in for the computer and click *import* to start the Certificate Import Wizard.

 The option *SSL Verification* allows disabling the verification of the certificate of the server. This is for testing purpose only and **it is highly advised against turning off this option permanently** since this will extend response time extremely and slow down the system significantly.

Client/Server management


If printers were imported by an XML file, they can be transferred to the clients. The clients must be reachable over TCP/IP in the network. All printers must have a unique ci-id and have to be assigned to a MPS-Client-Id.

MPS-Client-Id / Network address

Assignment of a MPS-Client-Id to a TCP/IP network address.

Client transfer


Configuration of the transfer of the printer list to the clients.

 This functionality is only accessible if licensed

Advanced


Keep consumables levels for <x> months

This controls how long supply levels will be stored for all customers of a dealer. Level values older than the configured interval will be deleted. Default is 12 months.

 If you change to a shorter interval, all level data then outside this new interval will be deleted irretrievably with next data transfer of particular printer data from a customer. Changing again to a longer interval will not show these levels anymore.


Keep counter values for <x> months

This controls how long counter values will be stored for all customers of a dealer. Counter values older than the configured interval will be deleted. Default is 12 months.

 If you change to a shorter interval, all level data then outside this new interval will be deleted irretrievably with next data transfer of particular printer data from a customer. Changing again to a longer interval will not show these levels anymore.


Keep event history for <x> months

This controls how long the event history will be stored for all customers of a dealer. Events that are cleared and older than the configured interval will be deleted. Default is 6 months.

 If you change to a shorter interval, all level data then outside this new interval will be deleted irretrievably with next data transfer of particular printer data from a customer. Changing again to a longer interval will not show these levels anymore.

Keep supply orders for <x> months

This controls how long the supply order history will be stored for all customers of a dealer. Orders that are complete and older than the configured interval will be deleted. Default is 12 months.

 If you change to a shorter interval, all level data then outside this new interval will be deleted irretrievably with next data transfer of particular printer data from a customer. Changing again to a longer interval will not show these levels anymore.

CSV file delimiter

The delimiter for exported csv files may be specified here.

Home folder

The name of the users home folder. This edit is only available if user account data will be sent to a Mercury Printing System. The system uses the home folder information to provide the so-called "scan to folder" functionality for supported multi functional printers.

You activate data transfer to systems within the [settings](#) page.

Newly added printers become managed / unmanaged

If new printers are found by the printer detection, the new printers become managed or unmanaged. Applies only, if having a license with unmanaged printers. Unmanaged printers only have counter data. They neither have any supply marker data nor will any event be generated for this kind of printer.

Follow2Print Properties

When running in combi mode, if the server also works as a client, the customer can control here whether the parameters set on the client are used for the Follow2Print and Secure Print properties of the printer, or whether these are set centrally on the server at the properties page of the printers.

Printer deactivation after <x> days without data transfer

Printers will automatically become inactive if there was no data transfer since the specified amount of days. If data transfer reoccurs, the printer will get active again.

Bind printers to a specific Mercury system

Printers which have been acquired in the context of a user (customer / dealer) can optionally be bound to a specific Mercury printing system. A bound printer can only be served by the Mercury printing system you defined here. The selection list contains id's of already known Mercury systems. In case the id of the desired Mercury server (= NPS server id) is missing, it can be entered in the lists edit field.

Use default encryption key

The device data sent from the client must use the password specified by the system.

No encryption key required

The device data sent from the client can be sent without a password. This option should be used only in exceptional cases.

Use specific encryption key

The device data sent from the clients must use the specified password.

Remaining capacity at which postponed order proposals will turn up automatically

This value defines the remaining capacity that will make postponed order proposals show again in list for decision even if the reminder date was not reached yet.

Order prefix

Order Ids will be generated by the system for every order. A dealer specific order prefix may be configured here, which optionally can be overwritten for each customer.

Purchase request (PReq)


A dealer specific purchase request number may be assigned to every order. It optionally can be overwritten for each customer. The purchase request number will be contained in the XML order list export file.


Accounting (requires accounting option)

E-mail notification

If this option is set and the user e-mail address is valid, he will receive a confirmation e-mail, whenever a print job has been completed. The e-mail will contain information about the job's state and costs. To get this functional, the administrator has to specify an e-mail server at the [settings](#) page.

PIN

The personal identification number (PIN) of the user. This is used to create the access code as an alternative identification at card reader terminals for extended functionality .

 The PIN of new users will be always set to empty. The PIN has to be established by an administrator first. Once a PIN has been established, it can be changed by any administrator or the user himself.

Access code

The personal access code of the user. This can be used alternatively for identification at card reader terminals for extended functionality.

SmartCard ID

This is the serial number of the user's SmartCard. This assigns the user a SmartCard for identification at card reader terminals for extended functionality.

Department

The department the user is assigned to. Each user may be assigned to exactly one [department](#) . The assignment is done by the administrator.

Charging

This option controls, how a user's print jobs are charged to his department. Chose between the following options:

- *User Only* - Only the user's account is charged
- *Department only* - Only the department account is charged
- *User and department* - Costs are charged to the user's account and also to the department account

This option can be set by administrators only.

Budget / Month

The maximum value per month, the user is allowed to produce costs. This value can only be changed by an administrator.

The switch '*Apply*' enables or disables the limitation.

The value '*Used*' displays the costs produced within the actual month. This value can only be changed by an administrator.

Pages / Month

The maximum total count of pages per month, the user is allowed to print. This value can only be changed by an administrator. A value of 0 means no printing allowed at all.

The switch '*Apply*' enables or disables the limitation.

The value '*Actual*' displays the pages printed within the actual month. This value can only be changed by an administrator.

Color pages / Month

The maximum of color pages per month, the user is allowed to print. This value can only be changed by an administrator. A value of 0 means no color printing allowed at all.

The switch '*Apply*' enables or disables the limitation.

The value '*Actual*' displays the pages printed within the actual month. This value can only be changed by an administrator.

Billing clients

Available billing clients

This list contains all known billing clients. By selecting one or more entries, you may assign these [billing clients](#) to the user by clicking on '>>'.

Assigned billing clients

This list contains all billing clients currently assigned to the user. By selecting one or more entries and clicking on '<<' you may remove them. If the option '*billing required*' is set, the user will have to select among these billing clients and the billing clients assigned to his department, whenever he submits a print job. This list can be changed by administrators only.

3.3.1 Contracts

This module for contract management, which requires a license, is used to assign printing systems to customer-specific contracts. It allows the management of these contracts and additionally includes a module for the optimization of ordering processes for the automatic supply of consumables to the printing systems monitored by the software.

Clicking on the Contracts menu item displays the overview page of the Mercury Managed Print Services contract management. For each contract, the associated customer, the customer number (this is assigned when the [customer](#) is configured), the contract number, the contract name, the number of printing systems assigned to this contract, the start of the contract and the end of the contract are listed here. In addition, a green or red dot indicates whether the respective contract is set to active or inactive.

The entries in the list can be sorted by clicking on the respective column header. The list can be filtered by making entries in the *Filter* input field. By clicking on the buttons on the right above and below the list, you can scroll through the list of contracts.

Clicking on the entry in the Contract number field opens the view of the contract details for the selected contract.

Customer

For each customer of a dealer who uses the Mercury Managed Print Services contract management, a contract is automatically created. By means of the customer selection field in the upper part of the overview page, the contracts of the desired customers can be easily found in the list.

New contract

New contracts can be created using the *New contract* button. Multiple contracts can be created for one customer and managed by the Mercury Managed Print Services software. The customer number, which is also displayed in the contract details, is assigned for each customer in the [User](#) menu in the customer settings.

[Back]

Returns to the list view.

[Delete]

Deletes the displayed contract after confirmation.

[OK]

Saves the data as it appears in the display to the database. The modification date and the reference to the user who modified the data are updated.

Contract name
Contract number
Customer
Term

For the contract, details such as *contract name*, *contract number* and *contract term* can be stored for this contract. In addition, the contract customer and the customer number of the customer are shown. The fields *contract name*, *contract number* and *customer* are mandatory.

Enabled

The *Active* switch is used in the configuration of the contract to select whether the respective contract is to be set to active or inactive. A contract set to inactive is terminated and all print systems assigned to this contract are removed from the contract and must be assigned to new contracts. The threshold rules, alarm rules and order optimizations assigned from the inactive contracts remain with the print systems removed from the contracts.

Deactivating the contract also automatically sets the contract end date. Alternatively, an end date can be entered at which the contract is automatically set to inactive.

Cost scheme

This selection list can be used to assign a common [cost scheme](#) to the printing systems assigned to this contract.

Default contract

By setting the *Default contract* option, a customer's contract is declared to be the standard contract. All newly added printing systems of this customer are automatically assigned to this standard contract.

Threshold

Order optimization

Alert rule

Coverage alert

These selection lists can be used to assign a common [threshold](#) rule, [order optimization](#), [alert](#) rule and [coverage](#) alert to the printing systems assigned to this contract

If the Contract module is activated, the options for assigning threshold rules and alarm rules via *coverage* are not available. Here, the assignment of these rules to the printing systems is done via the contract definitions.

Additional information

In the *Additional information* area, the user has three freely usable input fields for information, as well as an area for entering descriptive texts for this contract..

Page prices

In the Page prices tab, up to three different page prices and free pages per month can be stored for the printing systems of this contract for evaluation in surplus page billing [report](#).

3.3.2 Order Optimization

The order optimization module allows defining, managing and applying rules for optimizing automatic ordering processes for consumables within the software. It allows defining days with printing operation and lead days for consumables delivery. Thus, with the help of these definitions, automatic orders for consumables can be triggered on time and it is ensured that the delivered new material arrives at the customer in time before the consumables run out.

The optimum order date is the date on which a cartridge must be ordered so that it is at the point of use when the defined threshold value occurs (provision date). The calculation of the order date follows the calculation of the threshold value. The calculation method of the threshold value itself is not affected by this.

The calculation is done in two steps:

1. Consideration of days of use, incl. optional consideration of holidays
2. Consideration of shipping time (action buffer) in days, incl. optional consideration of holidays

A constant printing behavior is assumed in these calculations. Fluctuations due to changes in print volume (e.g. due to vacations) or high coverage ratio cannot be predicted and are therefore not taken into account.

Clicking on the Order optimization menu item displays the overview page. The rules set up for order optimization are displayed here.

The entries in the list of contracts can be sorted by clicking on the column header. The list can be filtered by making entries in the *Filter* input field. By clicking on the buttons on the right above and below the list, you can scroll through the list of contracts. Clicking on the entry in the Designation field opens the view of the details of the selected order optimization.

Dealer

An administrator can reduce the list here to a dealer's optimization rules.

New rule

New order optimization rules can be created by clicking this button.

[Back]

Returns to the list view.

[Delete]

Deletes the displayed rule after confirmation.

[OK]

Saves the data as it appears in the display to the database. The modification date and the reference to the user who modified the data are updated.

Description

The name of the order optimization rule is stored in the *Description* input field.

Holiday calendar

The selection list *Holiday Calendar* offers a list of all federal states of the Federal Republic of Germany with their holiday regulations. An entry can be selected here. The public holidays of the selected federal state are then taken into account by the Mercury Managed Print Services software when optimizing consumables orders and calculating shipping dates, provided that the options required for this purpose for taking public holidays into account are selected

Days of usage

In the *Days of usage* area, the days on which printing is in progress are highlighted. Active printing days are highlighted in green, days on which printing is not in progress are highlighted in white.

Delivery day

The *Delivery day* input field allows you to configure the number of days required from the time a consumables order is triggered until the delivery arrives at the printing system. This parameter can be used to take into account the delivery times of consumables to the customer.

Exclude public holidays

This option is used to set whether public holidays from the selected public holiday calendar that fall on a day marked as a day of use should be taken into account as a printing day or not.

Exclude weekend and public holidays

This option allows the user to decide whether or not to count weekends and holidays in the configured number of deployment days.

3.3.3 Customer Groups

Administrators and dealers can create groups of customers here.

A customer group is defined by its name and a selection of customers of a dealer. Once the group is created, the dealer can assign an [access code](#) to it on his user page. This access code then has access to the printers of the customers in this group under login with own password. Printers of other customers who are not members of the group are not visible. Logging in as an access code with assigned group allows access to the printers' data, but essential functions of the software remain under the dealer's control. For example, the user cannot change the contract membership of a printer or delete the printer under the access code. Alarm, threshold and maintenance rules are also only created by the dealer, but the access code can still assign these defined rules.

When creating reports, the selection of customers is always limited to the customers assigned to the group. If a [printer group](#) is also used when creating a report, the report will only contain those printers that meet both criteria, i.e. those that are included in the printer group as well as at a customer that is included in the customer list.

3.4 Printers

The system learns about printers automatically. Administrator also may enhance the data of the recognized printers manually.

If you are not an administrator, you do not have access to device data.

By clicking on the page numbers over and under the displayed list, you can browse through the list.

[Search]

Starts searching for printers, using the search pattern. All printers will be listed, as long as their model name starts with the given search pattern. An empty search pattern lists all known printers.

Click on the column headings to sort the result set accordingly. Clicking repeatedly changes the sort order from ascending to descending and reverse.

Address

Searches the defined pattern within the addresses which is either an IP address or a DNS host name in case of DNS is enabled at the acquisition client.

IP Adresse

Searches the defined pattern within the IP addresses. The IP address is shown on the list only if it is different from address (IP or DNS nName).

Model

Searches the defined pattern within the model names.

Location

Searches the defined pattern within the location definitions.

CI-ID

Searches the defined pattern within the configuration item id's.

S/N

Searches the defined pattern within the serial numbers.

I/N

Searches the defined pattern within the inventory numbers.

MAC

Searches the defined pattern within the MAC addresses.

Description

Searches the defined pattern within the printer descriptions.

Printer group

Searches for printers that belong to the entered printer group. In contrast to other filter criteria, the search pattern here must not only be contained in the group name, but must match completely in order to exclude that printers of several groups are determined.

Customer

Reduces the result to printers of the selected customer.

active

Lists all active or inactive printers of the selected customer.

with service contract

Lists all printers with or without a service contract.

managed

Lists all managed or unmanaged printers.

address available

Lists all printers of the selected customer, which are using a valid network address or which have currently no valid network address assigned.

[action menu]**New manually managed Printer**

This option appears when a customer is selected. It is then possible to manually enter a printer for the customer. This is considered a 'local printer' and is not monitored by the system.

In the dialog a serial number and a model name is mandatory. Manufacturer and, if necessary, contract is selected, description and start values of the meters are optional. If no start values are specified for meters, they start at 0. Click *OK* to create the printer and it appears in the printer list as a 'local printer'.

The printer page of a local printer is strongly reduced, because there is no management possible except counter dependent maintenance. On the Page Counter tab there are only the B/W and Color Counters, and the Lifetime Counter calculated from their sum. The button '*Counter input...*' opens a dialog for entering newer counter values.

Import manually managed printers

This option appears when a customer is selected. It is then possible to import manually managed printers for the customer from a CSV file. This is considered a 'local printer' and are not monitored by the system.

The format of the CSV file is comma separated, texts are delimited by double quotes. All columns are required:


```
SerialNo, Vendor, Model, Description, IsColorDevice, MonoCounter,
ColorCounter.
"SN-4711", "docuForm GmbH", "Laser Printer 0815 LX", "Any Description
Text",1,10,20
```

The column *IsColorDevice* must be set to 1 for color printers and to 0 for monochrome printers. The two start values of the counters are also required, but can be set to 0.

With the import the printers are created and appear in the printer list as 'local printer'.

New Network Printer

This option appears when a customer is selected or the customer with the granted right is logged in. It is then possible to announce a network printer for the customer at one of the customer's monitoring clients. This printer then is monitored by the client and the data is reported to the server.

 The announcement of network printers requires that the monitoring client can be reached in the network of the web server. At the client the option 'Automatically activate new printers' has to be enabled.

The availability of this function is controlled for the entire server by the 'Printer announcements at client service allowed' setting.

In the dialog the IP address of the printer or the DNS name is mandatory. Optionally the port and community for SNMP v1 communication can be set, as well as the Follow2Print printer and secured printing properties.

Customer assignment

This option appears when as username *<unassigned>* is selected. The dealer or administrator then is able to assign the selected printers to a specific customer.

Activate

Activate selected printers. Data will only be processed for active printers. Notification mails will only be sent for active printers.

Deactivate

Deactivate selected printers. No data will be processed and no notification mails will be sent for deactivated printers. They will continue to appear in reports.

Resolve conflict

If a serial number conflict is detected and it is not clear, if it is the same device or it was caused by a motherboard change, a new printer will be created. This conflict may be resolved manually. If it is the

same device, the data will be merged. If they are different printers, they will be continued as independent units. This action can not be undone.

Mark as managed

Manage selected printers.

Mark as unmanaged

Unmanage selected printers.

Add service operation

Recording of service operations with date, labor costs, parts costs for evaluation of the total cost of ownership (TCO). If several printers are selected, the costs can optionally be divided.

App Deployment

Here you can define the deployment parameters for the selected printers or initiate the installation or deinstallation of apps.

Release printer license

The printer is moved to the unlicensed printers. All printer data will be deleted!

License as

The printer is moved to the licensed printers as managed or unmanaged printer.

Reassign

This option appears if a customer is selected and the option [Allow printer exchange between customers](#) is enabled. This allows selected printers to be reassigned to another customer of the same dealer.

Discard jobs

All accounting jobs of the selected printers will be deleted.

Delete

The selected printers and associated printer data will be deleted.

[Back]



Switches display to list view.

[Delete]

Will delete the displayed user after confirmation. This is allowed to administrators only.

[OK]

Saves all data as displayed to the database. The date of update and the reference to the user, who modified the data, will be updated.

-  Without a restart of the server service, it takes approximately 30 seconds until changes will be recognized and updated by the running server process.
-  Printer information may be updated by importing a CSV file which may be sent as an attachment to the server's e-mail account. Both, the e-mail subject and the name part of the csv file, must be set to **dfm [source identifier]-prtlist**. The **source identifier** is the name of the dealer or customer whose devices shall be updated. To handle Umlauts correctly, the file has to be UTF-8 (with or without BOM) encoded.

If you use a customer name as source identifier, this name acts like a filter. In this case only printer data of the customer will be imported, whose name matches with the source identifier. If you want to import printer data for multiple customers, a dealer name needs to be used as source identifier and the csv file must contain a source identifier column.

The CSV file may contain the following column headers:

"MAC", "S/N", "Source Identifier", "Asset No", "I/N", "Description", "Location", "Contact", "Override printer data", "SNMP Port", "SNMP Version", "SNMP Community", "SNMP User name", "SNMP Context name", "Service", "Card reader", "Info[1-3]", "Cost center"

Columns are optional, but at least one of the columns "MAC" or "S/N" must be present, so the printer can be identified. The other columns represent the printer data which will be updated at server side. The title of the "Source Identifier" column can be replaced by the synonym "customer" or, in case this synonym has been customized, by the customized text.

In case the MPS software is used with the **Global Printer Interface (GPI)** also the following columns can be imported:

"NPS Server ID", "Follow2Print", "Secure Print", "Location Level 1", "Location Level 2", "Location Level 3", "Location Level 4", "Location Level 5", "Location Level 6", "Location Level 7", "Location Level 8", "Location Level 9", "Location Level 10", "Location Description"

General

S/N

The printer's serial number for unique identification.

CI-ID

The configuration item id of the printer, if the printer has been imported using the XML import interface.

Asset No

Lets a dealer set an unique device id for the printer.

I/N

This field allows using your own inventory number for each printer device.

Address

The ip address or host name of the printer. By clicking the [Address](#) label a new window with the configuration page of the printer will be opened. This requires that the printers web interface is reachable under the given address.

MAC

The Media Access Control (MAC) Address is the unique identifier assigned to the printer's network interface for communications on the physical network segment.

Model

An arbitrary text, which describes the model of the printer. This text is set during automatic acquisition of the printer depending on the information delivered by the printer.

Vendor

The manufacturer of the printer. If known, the support page of the printer vendor can be opened in a separate window by clicking the [Vendor](#) label.

Card reader address

If available, here you enter the network address of a card reader device, which is connected to the printer.

Description

An arbitrary text to describe the printer or its function. This text is set during automatic acquisition of the printer depending on the information delivered by the printer driver. You may overwrite this value at any time. An existing value will not be overwritten.

Location (SNMP)

This is the location, where the printer is placed. If this information is set at the configuration of the printer, this text is set during automatic acquisition of the printer. This requires support of the SNMP protocol by the printer.

Contact (SNMP)

The e-mail address of a contact for printer maintenance. If this information is set at the configuration of the printer, this text is set during automatic acquisition of the printer. This requires support of the SNMP protocol by the printer.

Editable location and contact

The location and contact fields are retrieved from the printer's configuration via SNMP protocol. In case you want to use different values, you have to use this option to lock the values, you entered manually. Otherwise, they will be overwritten as soon as the printer is checked.

Purchase date

The purchase date that is used for the evaluation of the Total Cost of Ownership (TCO). If no purchase date is specified, the date of initial appearance is used.

TCO Runtime

Here you store the runtime in months, which is used for the evaluation of the Total Cost of Ownership (TCO) report.

Printer is active and will be monitored

Using this option you may enable or disable monitoring of the printer. If monitoring is disabled, users may print without limitation and print jobs are not acquired. Additionally printer monitoring may be disabled locally at the responsible print server. In this case, this option is not effective. The current state of monitoring is displayed under '*State*'.

Printer is managed

Checked, if the printer is managed. Unmanaged printers only have counter data. They neither have any supply marker data nor will any event be generated for this kind of printer.

Alert rule

An alert rule, defined within the '[Alerts](#)' section, can be applied here for this printing system.

Threshold notification

An alert rule, defined within the '[Thresholds](#)' section, can be applied here for this printing system.

Level correction

In case a printer does not report constant values for supply levels, here you can select a mode for automatic correction by interpolation. When using, please also read about the parameter '*remaining capacity if 'Toner low'*' when defining a [threshold](#).

MIB file

For gathering the enhanced meter readings for color prints, copies, faxes etc. a control file is used which specifies the OID values for reading of this meters. The control file name, which is used from the system for this printer, is displayed here.

Plausibility check

Here you may define minimum page numbers that are required after supply replacement to trigger the given events. As long as this number of pages is not printed, the particular event is suppressed. The value of 0 is used as 'not set'. In this case an internal calculation will be used, based on the page range of the supply as given on the page [Supplies](#). Then 30% of this page range is required. In case this page range is not set either, for supplies of colorant black 500 pages will be required, for colored supplies 100 pages.

Groups

Shows the list of [groups](#) to which the printer was assigned.

Location

Position data of the printer, if imported by XML.

Advanced

Information about the printers technical capabilities and the available input trays are shown here. If the printer was imported by XML, additional CI (configuration item) data will be displayed.

Page counters

Printer lifetime counter

This is the current page counter of the printer for printed pages. If the printer is connected via a TCP/IP network interface and does support the SNMP protocol, then this value will be periodically updated with the counter value of printer.

Standard SNMP counter

With printers and multifunctional devices, which support SNMP, in summary 6 counters may be retrieved from the vendor specific SNMP MIB of the printer. These counters are written periodically to the database and may be viewed in a [report](#). The counters retrieved are

- *Total color* - Total number of all printed or copied full color pages
- *Total b/w* - Total number of all printed or copied b/w pages
- *Printer total* - Total number of all printed pages
- *Printer color* - Number of printed full color pages
- *Printer b/w* - Number of printed b/w pages
- *Copier total* - Total number of all printed copies
- *Copier color* - Number of printed full color copies
- *Copier b/w* - Number of printed b/w copies
- *Scanner total* - Total number of all scans
- *Scanner color* - Number of full color scans
- *Scanner b/w* - Number of b/w scans

To get the counters retrieved, their SNMP MIB definitions needs to be imported first. Counters, which do not have a source defined, will be displayed as '?'.





Counter input

The counter readings of a local printer can be entered manually using this button.

Supplies

The current consumables levels are listed here.

The table shows all positions reported by the printer with description, color information (if available) and current fill level. If the fill level correction is active or a fill level is emulated via page range and page counter, these values are marked by symbols:

-  The fill level was calculated via interpolation because the printer reported no value or an implausible value
-  The fill level was maintained since the last message because the printer reported no value or an implausible value and interpolation was not possible
-  The fill level was forcibly set to this value with active fill level correction due to a remaining capacity if 'Toner low' value set in the [threshold](#) rule
-  The printer has never reported a fill level for this consumable, so it is emulated via the page range set in [supplies](#) and the counter difference since the last replacement

Via the *manually record replacement* button, a replacement can also be entered manually if it has not been detected automatically by the system. For automatic recognition, an increase of at least 50% is required, or - if available - a changed serial number of the consumable. A manual change is only possible if there was an increase in the fill level beforehand. After activating the manual change, it is queued and executed during the next data transfer.

Events

The printer events are displayed here.

The table always contains all recorded events at the beginning. Using the criteria *Type*, *Severity* and *Filter* you can narrow down the set and thus search for events more easily. The list is rebuilt via the *Refresh list* button. All selected criteria must match..

Fleet Management (requires statistics option)

The fleet management status of a device can be used as decision support by a fleet manager to answer the question if a printer is being used optimally. If the click volume of a page counter is within its ideal range the level will be displayed in a green cell. A blue cell will be used if the counter level is below the ideal range. If the level exceeds the ideal range it becomes red.

Depending on the printers capabilities the volume values of the following page counters within the last 12 months will be displayed:

- Total print volume

- Black&White print volume
- Large format print volume
- Color print volume
- Copies volume
- Scan volume
- Fax volume

Three different fleet management status fields will be used as assessment of the printers utilization:

- MFP utilization - Copies, scan and fax volumes referenced to the printers monthly print volume
- Functions utilization - Large format print volume and color print volume referenced to the printers monthly print volume
- Overall utilization - Total print volume referenced to the printers monthly print volume

Two status fields will be shown as a summary and quick overview of the printers fleet management status within the period of observation:

- Functions status - Functions utilization combined with MFP utilization
- Overall status - Printer utilization within the last 12 months

Maintenance

Warranty

Information about the printer warranty.

Covered by service contract

This field is for information purpose only. Here you might mark, if the device is covered by a service contract. In [printer overview](#) the current marks will be shown.

Customer-related maintenance events

This section allows the maintenance events, which have been assigned to this printer by the [coverage](#) of the event . If a maintenance event occurs, the system automatically generates an e-mail and sends it to the defined addressees.

Every event that was triggered can be conformed as solved here. For events that have not yet been triggered, the interval can be reset to start newly.

Printer-related maintenance events

This section allows the configuration of up to 5 different maintenance events for usage with this printer. The maintenance events can be defined within the 'Maintenance' section. If a maintenance event occurs, the system automatically generates an e-mail and sends it to the defined addressees.

Manual tickets can be triggered here. The actual message text has to be entered. Then the server will generate an e-mail and record the event to the event history. As soon as the event is confirmed as solved here, this is recorded in the event history, too.

Service

Repairs can be entered here as service operations. Here the entries for the *date*, *labor costs*, *parts costs* are available. These are taken into account in the evaluation of the total cost of ownership (TCO). Furthermore, a short *description* can be added to the assignment.


The *Add* button can be used to enter a new service entry. The previous entries are listed in the table according to increasing age. Clicking on the date transfers the entry to the input fields, where it can then be *updated* or *deleted* using the corresponding buttons.

Memo

Any text can be stored here as a note. The length is limited to 1024 characters. The text can be changed by any user who does not have the '*Read only*' access set.

App Deployment


Some manufacturers allow you to install apps directly in the printer. The Service App and the Follow2Print App are offered here. The installation or uninstallation can be done centrally here, as long as the printer is in the same network as the Mercury Managed Print Services server.

 Apps can also be installed and uninstalled directly on the printer. Therefore, the status displayed here does not have to correspond to the actual status of the printer. The display *Installed* only shows when an installation was last performed via this page.

The respective action is initialized via the *Install* or *Uninstall* buttons. The process runs in the background and is not monitored in real time. The result and, if applicable, the *protocol* of the action can be found here at a later time after reloading the page.

Various parameters are required for the deployment, which you configure here for the printer. The amount depends on the manufacturer and the respective app. These parameters can be configured in the deployment dialog. A configuration can be saved to file and loaded from file.

If the MPS REST API is available, Follow2Print Apps can also use the *Use customer data* button to apply parameters that were previously stored for the respective customer via the REST API.

 To deploy apps for Ricoh devices, the operating system must have at least a Java JRE version 8 installed. If you have installed Java manually, you must add an entry in the system environment variables. To do this, go to Settings / System / About / Advanced system settings / Environment variables in Windows 11. At the variable "Path" you now add your path pointing to the folder of the Java.exe.

Administrator Name

The name of the administrator account on the printer.

Administrator Password

The password of the administrator account on the printer.

Locking

If *Locking* is active, you will first see a login screen and only after logging in will you see the menu items or the main screen. If this option is not active, you see the normal main screen and only when you select a function that requires a login, the login screen is displayed.

OXPD Server Root URL

Enter here the URL of the root directory of the OXPD server responsible for the printer without any protocol. Always https will be used.

Card Reader Support

Different card readers are supported. Select the existing card reader from the list. If it is not included in the list, you can select the *customer specific reader* option. You must then enter the Vendor ID (*VID*) and Product ID (*PID*) in hexadecimal notation, e.g. 0x034C.

Secure Transmission

When active, the app communicates with the server via a secure connection.

Report Counters

When active, the app reports meter readings to the server.



Here you find information about the status of the printer inside the HP Smart Device Services cloud. The HP cloud provides remote access to assist partner Managed Print Services providers in managing the full features of HP printers.

HP SDS Status

Device details as delivered from HP SDS cloud and supported *SDS features* are listed here.

Event Logs - Shows the annotated event log associated with the device.

Diagnostic and Failure Prediction

Remote diagnostics - Shows the list of recommended actions for the device. Actions are a result of part failure prediction, enhanced diagnostics or problems detected with the printer

Blackbox Evaluation

Nach Eingabe des Upload Tokens erhalten Sie hier die Auswertung der zuvor in die HP SDS Cloud übertragenen Blackbox Informationen.

Remote Remediation

Retrieve data - Initiates an asynchronous operation to retrieve the most current recommended action data from the device. This operation may take some time, since the printer needs to be accessed by the HP cloud.

Update Firmware - Initiates an operation to update firmware on the device. A list of available firmware versions is offered before. You have to select the desired version before starting the update process.

Remote EWS - This allows browsing to the pages of the printers embedded web server in a separate window. This option has to be enabled for the [client](#) to work.



Because the feature is accessed from a browser and outside any customer firewall, it is important to safeguard the user's browser session and use the latest secure browser running on an OS with all recommended security updates and virus protections. HP goes to great lengths to ensure the browsing session is secure; however, it's the ServiceProvider's responsibility to ensure a secure environment between the browser and HP cloud as well as obtain permission from the device owner to use this feature.

Restart Printer - Initiates an operation to power cycle the device.

Initiate system job - Initiates a predefined system job operation on the device. System jobs are normally performed automatically on a regular basis, but occasionally need to be initiated manually in order to troubleshoot a problem or ensure an immediate result.

Config Items - Displays available configuration settings of the device. Current setting may be changed in the table shown and saved back to the device. Changing items may take some time, since the printer needs to be accessed by the HP cloud. The list at first only contains parameters that have been changed lately. To see the complete list of parameters click on button *Retrieve data* first.



As a dealer, you can find information about the printer in the Kyocera Fleet Services Cloud here. If the printer is found there, a *KFS Device Id* and a *KFS Group Id* will be displayed.

The *Open Printer in KFS* button opens another window with the printer page of the KFS server. This requires a login with your KFS user ID at first time until you restart the browser.

Paper formats (requires accounting option)

Known paper formats

This list contains all known paper formats. By selecting one or more entries, you may add these to the paper formats supported by the printer by clicking on '>>'.

Formats supported by printer

This list contains all paper formats supported by the printer. The list is filled when automatically adding a printer with information retrieved from the printer driver. You may change this list at any time. By selecting one or more entries and clicking on '>>' these entries are removed.

Standard format for cost calculation

Usually the paper formats used in a print job are determined from the printed data. In some cases this may not be successful. To calculate costs for printing anyway, select on of the paper formats supported by the printer here. This format then is used for calculation of costs.

Paper sources (requires accounting option)

Description

The name of the paper tray at the printer. The list is retrieved when automatically adding a printer as information from the printer driver. Windows limits paper tray names to 24 characters. This is why some names may be truncated. If necessary, you also may add [paper sources](#) manually.

PCL Tray

This number represents the tray number used with PCL printer language, to select this paper source. During automated learning of printers, this value is preset. In some cases you have to adjust this value to your specific printer. Please see the documentation of your printer.

Windows Id

This value is a Windows internal id of the paper bin and for information purpose only.

Paper

Here you may select a previously defined [paper](#) type, which will be assigned to the paper source. This assignment allows calculation of costs for the paper used for a print job as exactly as possible.

Alias (requires accounting option)

A physical Printer can be addressed by several computers with different names. Also several printer drivers may be installed on a computer to use a single printer, these are so called aliases of a printer. An alias is built of the following three fields:

Server


This is the name of the responsible print server. A print server is e.g. a Windows server, which shares printers over network or a workstation, which has local printers for monitoring connected. This represents always the system where the printer driver is installed and the printer is connected to a port.



The combination of `server \printer` is used to assign a print job to a specific printer during monitoring. This information is automatically retrieved.


Printer

The name, the printer is installed with on the responsible print server.

-  The combination of *server \printer* is used to assign a print job to a specific printer during monitoring. This information is automatically retrieved.

Port

This is the name of the port, to which the printer is connected. This name is set during automatic acquisition of the printer depending on the information delivered by the printer driver and should not be changed. In case of changing the port of a printer, you should delete the alias to get it automatically recognized again.

-  The combination *server /port* or the unique IP address represent a physical printer and this means a printer license. If your license is not sufficient for the number of existing printers, you will see an information at the '*Accountingstate*' of a printer. Monitoring then will be set inactive.

Accounting (requires accounting option)

Price list


The calculation of costs of a print job is done using a [price list](#). Here you assign a price list to the printer.

Duplex factor

For calculation of costs for printing duplex pages, you may specify a factor here. Usually this factor is 2.0 and this value is set as default value here. Depending on the printer you may change the value to e.g. 1.8 or another value.


Copies - charging without SmartCard

If no SmartCard terminal is registered for a multifunctional printer, copies may be charged to a user's or a billing client's account optionally. The required settings you will do here.

-  This way of chargement will be skipped as soon as a card reader *address* is configured for the printer.


Scans - charging without SmartCard

If no SmartCard terminal is registered for a multifunctional printer, also scans may be charged to a user's or a billing client's account optionally. The required settings you will do here.

-  This way of chargement will be skipped as soon as a card reader *address* is configured for the printer.


Faxes - charging without SmartCard

If no SmartCard terminal is registered for a multifunctional printer, also faxes may be charged to a user's or a billing client's account optionally. The required settings you will do here.

-  This way of chargement will be skipped as soon as a card reader *address* is configured for the printer.

3.4.1 Model Data

Model specific data is an URL to a support link at the manufacturer's or dealer's homepage. Also the value of the optimal monthly print volume, given by the manufacturer is configured as model specific data. This value is used to compare the real utilisation of the printer with it's optimal capacity.

 Printer models will not be known before the printer has been accessed at least once via SNMP and the data retrieved has been reported to the server .

Vendor

Chose a vendor from the list. Then, all models of this vendor, which are used will be listed.

Model


By typing the model name partially, you can chose a specific model from a suggestion list and reduce the list to a specific printer model.

Specify for all listed models the producer's specification of the nominal monthly print volume. Also specify an URL as support link. The configured support links can be opened in a new window by clicking the button next to the field.

The comparison between optimal and real print volume is shown in the report for "[capacity utilisation](#)".

Export...

For managing a larger amount of model data, you also may export all known model types of a customer into a CSV file. This you may edit in external programs as calculation sheets and *import* back after filling and editing.

 **The format of this CSV file is mandatory. Never change any data in other columns as "Support Link" and "Nominal Pages Per Month"! These are marked with '(w)' in the header line and represent the columns displayed as "Support Link" and "Monthly print volume - nominal". Columns which can be modified are marked with '(w)' in the header line, columns to be left unchanged are marked with '(r)' !**

Import...

The exported CSV file, you have edited is re-imported to the system using this button. First you chose the file on your storage media, then by clicking *import* the file will be read and the data updated.

3.4.2 Firmware

Here you can manage the firmware releases of printer models. This information is needed to prepare the firmware report, which gives you an overview of the current update state of your printers.

The selection of a printer model, which firmware releases are to be managed, is done using the following controls:

Vendor

Select a manufacturer from the list of printer models with known firmware releases.

Model

Type any string from the searched model name, you will be offered a list of applicable models of the set *vendor*, from which you select the searched model. Only models for which one or more firmware versions of printers of this model have already been reported are displayed.

Show only models with unclassified releases

By activating this option the count of selectable models will be reduced to those models containing at least one unknown firmware class. When a printer reports a firmware release for the first time, the firmware class will be set to unknown. The position of this firmware within the release history has to be defined as well.

Order

Press and hold the left mouse key and drag a line from the list of firmware releases. By doing this, you define the position of a release within the firmware version history.

Class

By grading firmware releases into classes, the update state of a printer can be evaluated within a firmware report. There are five classes available:

- unknown release
- released
- locked release
- minimum required release
- last version before models end of life

Datum


Here you can enter any date you want. This information will only be used for documentation and display purposes.

Version

This is the name of the firmware release as reported by printers of the selected model. This information can not be edited.

Export...

For the classification of larger amounts of firmware data, dealers can also export the complete data into a CSV file. After downloading, you can edit this file in external programs, such as spreadsheets, and import it again once it has been edited.

 **The structure of the file is mandatory. Do not change any data outside the columns "Order", "Date" and "State". These are marked with '(w)' in the header and correspond to the display of the columns "Order", "Classification" and "Date" ! Modifiable columns are marked with '(w)', non-modifiable with '(r)' in the header !**

The classification is given as a code. Only use the following values for this purpose:

- 0 = unknown
- 1 = released
- 2 = locked
- 3 = required minimum
- 4 = last version (EOL)

It is not necessary to set an order in the CSV, unless it should specifically deviate from the sorting by the *Firmware* column. The versions are sorted and numbered after the import according to the columns *Order* and *Firmware* and then numbered. Thus if *Order* is left at 0, the sorting is done according to the firmware string.

If several versions have the state "minimum required" (3) or "last version" (4), the one with the highest position after sorting wins.

Positions < "minimum required" are set to locked during import, positions > "minimum required" are set to released, if their state was "unknown" (0) before.

It is thus possible to import only the one firmware per model that is considered to be "minimum required". After the import, all older versions are locked, all newer versions are released if their state was previously "unknown".

Import...

The CSV file you updated is imported back via this function. To do this, first select the file on your storage medium with the *Browse* button. The *Import* button then reads the data into the system.

3.4.3 Cost Schemes

Cost schemes help the customer to determine the total cost of ownership (TCO) for the individual printers and the entire printer landscape. For this purpose, cost templates are created that are assigned to the printers via a contract or directly. In the cost templates, the costs for the purchase, a possible monthly flat rate and installation flat rate are defined, among other things. Consumable changes are automatically recognized. If a price for the corresponding material is stored, this is taken into account in the evaluation.

In the list view, the number of printers currently covered by the cost scheme is displayed next to the scheme name.

The fields available are the *purchase price*, *rental price*, *installation price*, *service contract*, *page price*, and the number of *free pages*. The purchase price and installation price are one-time costs that are optionally taken into account in the evaluation.

If the option *Printer was purchased* is activated, the *free pages* are not taken into account in the evaluation.

Consumables can be included in the price per page if the customer pays for consumables and the *charge consumables* option is enabled.

3.4.4 Printer Groups

With groups a dealer is able to merge several customers or particular printers of one or several of his customers into a group. Thus an overlapping group of printers is created which can be used as device selection for reports.

The list view shows the number of printers currently covered by the group. Bold numbers indicate groups that contain all printers of the participating customers. Italic numbers indicate printers based on a model selection, normal numbers indicate a selection of specific printers.

Customers

Shows the list of customers of a dealer. By checking particular customers a group of these members is created.

An example for usage is creation of a group of several customer sites. CustomerX-Site-1 and CustomerX-Site-2 are added to a group CustomerX. This allows creating reports covering both sites.

Printer

Shows the list of printers of all customers which have been selected in the customer list. The group can optionally be built of certain IP address ranges, a selection of printers or printer models. In case of IP address ranges, several network ranges can be defined via network address, netmask and optionally a start and an end address, from which new printers are automatically assigned to the group. This is supported for a single customer only. When a selection is made, individual printers of the selected customers or specific printer models are marked. Please be aware that in case of a selection of particular printers, newly added printers are not automatically added to the group.

The filter input field can be used to select specific printers or printer models. The text entered here serves as a search pattern. Several search patterns can be separated by | (pipe character). Do not use spaces. Example: 'kyo|hp' searches for all printers with 'kyo' or 'hp' in the manufacturer's name or in the model name.

An example for usage is creation of a group of a specific printer model or a specific vendor within a customer site or overlapping several customers sites or customers.

Customers may create groups within their printer fleet as for example all printers of a specific vendor, dealer or similar. The selection of customers is omitted here because only the customer's own printers are in access.

3.5 Supplies

On this page you can administer individual coverage values and page yield for markers and other consumables of specific printer types. When a toner replacement is detected, the real coverage then will be calculated as also - as long as a price is given - the cost per click.



Markers will not be known before the printer has been accessed at least once via SNMP and the data retrieved has been reported to the server .

Cost per click and real coverage can be calculated earliest at the **second** marker change, since there are counter differences needed from a previous change.

Coverage ratio is a factor to calculate the printing performance. A coverage ratio of 100% means fully coloring the maximum printable area. Usually the coverage of a standard document is about 3%.

This results in a printing performance for one cartridge filling. Marker vendors specify two values for their toner cartridges, the page yield, which is the number of pages the cartridge should last, assuming a coverage, usually given with 5%.

Vendor

Chose a vendor from the list. Then, all markers, which are used with the printer *models* of this vendor, will be listed.

Model

By typing the model name partially, you can chose a specific model from a suggestion list and reduce the list to a specific printer model.

Specify for all listed markers the producer's specification of *page yield* and *coverage*. Also specify a *price* for the filling to calculate the cost per click. You also may enter some additional data as order number, dealer, etc. within the field *description*.

The evaluation will be done whenever a marker replacement is detected. The resulting data will be shown in the report for [marker history](#).

Export...

For managing a larger amount of data concerning coverage and page yield, you also may export all known consumables types of a customer into a CSV file. This you may edit in external programs as calculation sheets and *import* back after filling and editing.



The format of this CSV file is mandatory. Never change any data in other columns as "Description", "IsColor", "Percentage", "Pages" and "Price" ! These are marked with '(w)' in the header line and represent the columns displayed as "Description", "Color", "Coverage", "Page yield" and "Price".

To create records for alternative marker products, lines can be copied and inserted. Please note that also in this case, data outside the columns given above must not be modified ! Columns which can be modified are marked with '(w)' in the header line, columns to be left unchanged are marked with '(r)' !

Import...

The exported CSV file, you have edited is re-imported to the system using this button. First you chose the file on your storage media, then by clicking *import* the file will be read and the data updated.

3.5.1 Order Suggestions

Within the menu order suggestions all orders of consumables are collected and listed on an order proposal list before the actual order is processed.

The option '*dealer / customer*' allows the separate display of order proposals by individual dealers or customers.

With the option '*View*' the user can choose between a compact view without details and a detailed view of the order proposals. The detailed view of the order proposal list allows to change the order quantities and, if available, select supplies to be ordered from the list of alternative supplies.

The field '*Filter*' allows searching by character sequence. Hereby the list of proposals will be reduced to entries which have the given character sequence present in one of the fields *address*, *model*, *CI-ID*, *serial no*, *inventory no*, *asset no*, *Description* or *Location* of the printer or *order id*.

By selecting the entries of the order proposal list in the first column of the list and then selecting an action from the column header, individual orders from the list can be deleted from the list or only individual orders can be executed.



A deleted order suggestion will not be created again as long as the remaining capacity is below the threshold value that triggered the order proposal.

Postponing an order suggestion removes that entry from the list without deleting. Therefor a date has to be entered until which the decision of the selected suggestions will be postponed. When this date will be reached, the suggestions will appear again in the list automatically. In addition the suggestions will appear also, if the remaining capacity will reach or go below the value that was configured for the customer. This might also happen before the reminder date is reached.

A '*Supply orders*' click on the button starts the ordering process.



Supplies of customers with automatic supply ordering will not be displayed here!

3.5.2 Order History

The Order history menu displays information about the status of processed consumable orders.

The list can be displayed for *open* or *completed* orders, as well as for *all* orders.

Also a display of the list by individual *dealers* or *customers*, as well as for the previous period of the last 3, 6 or 12 months is possible.

The field '*Filter*' allows searching by character sequence. Hereby the list of proposals will be reduced to entries which have the given character sequence present in one of the fields *address*, *model*, *CI-ID*, *serial no*, *inventory no*, *asset no*, *Description* or *Location* of the printer or *order id*.

A click on the '*Remove*' icon of a list entry deletes the corresponding entry from the order history (only administrator).

3.6 Notifications

Enter topic text here.

3.6.1 Maintenance

Maintenance refers to events, which have to be done at regular intervals at the [printers](#). You may define preferences for notification by e-mail here.

Maintenance events are created manually by administrators and dealers and assigned to printers. All other users have no access to this data.

[Search]

Starts searching for maintenance events, using the search pattern. All maintenance events will be listed, as long as their name starts with the given search pattern. An empty search pattern lists all known maintenance events.

Click on the column headings to sort the result set accordingly. Clicking repeatedly changes the sort order from ascending to descending and reverse.

[All]

Clears the search pattern and displays all known maintenance events.

Maintenance event

Searches the defined pattern within the name of the maintenance events.

Description

Searches the defined pattern within the description of the maintenance events.

[Back]

Switches display to list view.

[Delete]

Will delete the displayed maintenance event after confirmation. This is allowed to administrators only.

[OK]

Saves all data as displayed to the database. The date of update and the reference to the user, who modified the data, will be updated.



Without a Server Service restart, it takes approximately 30 seconds until changes are recognized during going process.



If an e-mail notification is replied, the first line of the reply-mail is taken as an event note. The event note is displayed in the [Printer Monitor](#) and the [Event Log](#). To assign the severities 'Critical', 'Warning' or 'Information' to an event note, add '[critical]', '[warning]' or '[information]' (default) to the note text.

General

Maintenance event

Here you define the type of the event. Among page and time based intervals, also tickets are available, which have to be triggered manually.

Name

The name of the maintenance event.

Properties

Here you define the number of printed pages, days or months after which the event repeats or the remaining capacity of a consumable at which the event is triggered. A month is counted as 30 days. For page- and time-triggered events and for remaining capacities, enter a message text here. For manual tickets, this is requested at the time of triggering.

For the configured interval, here you may enter a start value as a date or a page count. Please be aware that this value will only be used for already known printers, which have not yet been assigned to this maintenance event.

Clear automatically after

Maintenance events have to be cleared, otherwise they will be kept as unresolved in the [event log](#). Clearing these events has to be done manually at the [printer's](#) display page or automatically after the number of days given here.

E-mail subject

Enter the subject line for the e-mail to the receiver of the notification e-mail of the maintenance event into this field. Within the text for the e-mail subject variables may be used, which will be replaced by data of the actual printer when sending the e-mail. These variables are:

| | |
|----------------|--|
| <customer> | Name of the customer, who runs the printer |
| <customername> | Full name of the customer, who runs the printer |
| <event> | Type of the event |
| <prtid> | Numeric id of the printer at the central server |
| <prt看ip> | Network address of the printer as DNS name or IP address |
| <prtmac> | MAC address of the printer |
| <prtserial> | Serial number of the printer |
| <prtassetno> | Asset no of the printer |
| <prtinventno> | Inventory number of the printer |
| <prtciid> | CI-ID of the printer |
| <prtlocation> | Location of the printer as delivered by SNMP |
| <prtcontact> | Contact of the printer as delivered by SNMP |
| <prtmodel> | Model type of the printer |
| <prtsysname> | System name of the printer according to rfc 1213 |
| <eventid> | ID of the event |

The preset content of the e-mail subject is:

```
<event>: <customer> - <prt看ip> [<prtserial>]
```

E-mail receiver

You can choose whether the notification about the event is sent to the address stored in the printer as contact (SNMP) or to an address defined here. However, if the data in the contact (SNMP) of the printer is not a syntactically correct e-mail address, no e-mail will be sent.

For a specific address, specify in this field the e-mail address for the recipient of the event notification. Multiple addresses can also be specified separated by commas.

Coverage

Coverage defines a selection of customers at which this maintenance event will be used for all printers or selected model types. After saving, the maintenance event will be assigned to the corresponding printers, known at the customer's site. Printers being detected later will have this event assigned automatically. In addition up to five maintenance events can be assigned to each [printer](#) individually.

Printer models

Here you optionally chose a *printer model* name. You automatically get offered a selection. The more precise you enter a search mask, the better you will find the model name in the selection list.

The chosen text is used as a search pattern to find affected *printer models* at the selected *customer*. To chose all printers of the selected customer, simply leave this field blank and press the *Insert* button.

Customers

In this list you select the customer, where all or specific *printer models* should be assigned to the maintenance event.

Covering

This list shows the current selection. By clicking the button *Insert*, the current combination of customer and printer model will be added. The button *Remove* will delete the currently selected entry from the list. After *Insert*, the number of matching printers is shown. After leaving this page with *OK*, these printers will be assigned.

Assigning all printers of a customer or optionally some with a matching model name, will add the matching printers, if there is not yet an existing assignment only. Existing assignments will not be changed.

The assignment of a specific printer might be overwritten intentionally in the [printer's](#) page, independent of a coverage. This then will not be changed, if a new coverage is set or an existing coverage is changed.

Deleting a printer's assignment in the [printer's](#) page, will change to an empty assignment. This is also persistent and will not be changed with a new or changing coverage. Thus specific printers can be excluded.

A reset of notifications in the [user's](#) page will delete all existing assignments.

3.6.2 Thresholds

Marker thresholds define a percentage value for toner filling level. As soon as the toner level of one of the monitored [printers](#) goes less than the defined threshold value, an automatic notification e-mail is generated from the system and sent to the addressees that are defined within the 'E-mail receiver' entry.

Supply thresholds are manually created and assigned to printers by administrators and dealers, as well as by customers with the right to their own thresholds. All other users have no access to this data.

[Search]

Starts searching for marker thresholds, using the search pattern. All marker thresholds will be listed, as long as their name starts with the given search pattern. An empty search pattern lists all known marker thresholds.

Click on the column headings to sort the result set accordingly. Clicking repeatedly changes the sort order from ascending to descending and reverse.

[All]

Clears the search pattern and displays all known marker thresholds.

Threshold name

Searches the defined pattern within the name of the marker thresholds.

Description

Searches the defined pattern within the description of the marker thresholds.

[Back]

Switches display to list view.

[Delete]

Will delete the displayed marker threshold after confirmation. This is allowed to administrators only.

[OK]

Saves all data as displayed to the database. The date of update and the reference to the user, who modified the data, will be updated.



Without a Server Service restart, it takes approximately 30 seconds until changes are recognized during going process.



If an e-mail notification is replied, the first line of the reply-mail is taken as an event note. The event note is displayed in the [Printer Monitor](#) and the [Event Log](#). To assign the severities 'Critical', 'Warning' or 'Information' to an event note, add '[critical]', '[warning]' or '[information]' (default) to the note text.

General

Managed by

Displays the creator and manager of the threshold.

Threshold name

The name of the marker threshold.

Description

An arbitrary text as description of the marker threshold.

Thresholds

These settings control when a notification mail and/or an order suggestion will be triggered. Checking remaining days, pages or percent will be done if a value is entered for the corresponding criterion. A threshold is reached when at least one of the 3 conditions is fulfilled. Let a field empty to disable that condition.

Cartridges

Here you define the remaining percentage of marker cartridge filling, which produces an e-mail notification and/or order proposal when reached. The option allows usage of one common threshold for all markers or specific thresholds assigned to main colors. If a printer is using several shadings of one color as e.g. Cyan, *LightCyan*, *DarkCyan* the Cyan threshold will be used for all of them. Significant is the existence of the main color name. RGB colors, gray and other colors are classified as Others.

Marker cartridge are supplies with SNMP type:

- toner(3)
- ink(5)
- inkCartridge(6)
- inkRibbon(7)
- solidWax(12)
- ribbonWax(13)
- tonerCartridge(21)
- matteToner(35)
- matteInk(36)

Receptacles

Here you define the remaining capacity of receptacles as percentage, which produces an e-mail notification and/or order proposal when reached.

Receptacles are supplies with SNMP class 4:

- wasteToner(4)
- wasteInk(8)
- wasteWax(14)
- wasteWater(24)
- wastePaper(26)

Other supplies

Here you define the remaining capacity of other supplies, which produces an e-mail notification and/or order proposal when reached. The option allows usage of one common threshold for all supply types or specific thresholds for most common supply types as opc, developer, fuser and transfer unit. All other supply types then are classified as others.

Other supplies are supplies with SNMP type:

- opc(9)
- developer(10)
- fuserOil(11)
- fuser(15)
- coronaWire(16)
- fuserOilWick(17)
- cleanerUnit(18)
- fuserCleaningPad(19)
- transferUnit(20)
- fuserOiler(22)

For finisher option:

- water(23),
- glueWaterAdditive(25)
- bindingSupply(27)
- bandingSupply(28)
- stitchingWire(29)
- shrinkWrap(30)
- paperWrap(31)
- staples(32)
- inserts(33)
- covers(34)

Remaining capacity if 'Toner low'

Here you define a level in percent which is forcibly set when the printer has reported a 'toner low' event concerning a supply. This value should be used especially with thresholds for printers that have a [level correction](#) method enabled, to avoid running empty prematurely. Depending on the SNMP type of the supply, 3 different values can be configured, for cartridges, receptacles and other supplies. The value according to the SNMP type of the supply in error state will be set.



To successfully use this option, it is mandatory that the printer is writing information to its SNMP alert table. The field AlertGroup has to be equal to the RFC documented value for MarkerSupplies (11) and also AlertGroupIndex has to reference the position (1..n) of the corresponding supply.

E-mail subject

Enter the subject line for the e-mail to the receiver of the notification e-mail of the marker threshold into this field. Within the text for the e-mail subject variables may be used, which will be replaced by data of the actual printer when sending the e-mail. These variables are:

| | |
|----------------|--|
| <customer> | Name of the customer, who runs the printer |
| <customername> | Full name of the customer, who runs the printer |
| <event> | Type of the event |
| <prtid> | Numeric id of the printer at the central server |
| <prtipp> | Network address of the printer as DNS name or IP address |
| <prtmac> | MAC address of the printer |
| <prtserial> | Serial number of the printer |

| | |
|---------------|--|
| <prtassetno> | Asset no of the printer |
| <prtinventno> | Inventory number of the printer |
| <prtciid> | CI-ID of the printer |
| <prtlocation> | Location of the printer as delivered by SNMP |
| <prtcontact> | Contact of the printer as delivered by SNMP |
| <prtmodel> | Model type of the printer |
| <prtsysname> | System name of the printer according to rfc 1213 |
| <prtsupply> | Name of the currently used supply |
| <prtcOLORANT> | Colorant of the currently used supply |
| <eventid> | ID of the event |

The preset content of the e-mail subject is:

```
<event>: <customer> - <prtip> [<prtserial>]
```

E-mail receiver

Enter a valid e-mail address of the receiver of the notification e-mail of the corresponding event into this field. Several e-mail addresses may be entered separated by comma.

Coverage

Coverage defines a selection of customers at which this marker threshold will be used for all printers or selected model types. After saving, the marker threshold will be assigned to the corresponding printers, known at the customer's site. Printers being detected later will have this marker threshold assigned automatically.

Printer models

Here you optionally chose a *printer model* name. You automatically get offered a selection. The more precise you enter a search mask, the better you will find the model name in the selection list.

The chosen text is used as a search pattern to find affected *printer models* at the selected *customer*. To chose all printers of the selected customer, simply leave this field blank and press the *Insert* button.

Customers

In this list you select the customer, where all or specific *printer models* should be assigned to the maintenance event.

Covering

This list shows the current selection. By clicking the button *Insert*, the current combination of customer and printer model will be added. The button *Remove* will delete the currently selected entry from the list. After *Insert*, the number of matching printers is shown. After leaving this page with *OK*, these printers will be assigned.

Assigning all printers of a customer or optionally some with a matching model name, will add the matching printers, if there is not yet an existing assignment only. Existing assignments will not be changed.

The assignment of a specific printer might be overwritten intentionally in the [printer's](#) page, independent of a coverage. This then will not be changed, if a new coverage is set or an existing coverage is changed.

Deleting a printer's assignment in the [printer's](#) page, will change to an empty assignment. This is also persistent and will not be changed with a new or changing coverage. Thus specific printers can be excluded.

A reset of notifications in the [user's](#) page will delete all existing assignments.

3.6.3 Coverage

A coverage rate is a percentage value that describes the toner consumption. The standard value to which the manufacturer's information on page coverage refers is 5%. As soon as the toner coverage of a monitored [printer](#) exceeds the maximum value defined here, the system automatically sends an e-mail to the addressee(s) specified under 'E-mail receiver'.

Coverage alerts are manually created and assigned to printers by administrators and traders. All other users have no access to this data.

[Search]

Starts searching for coverage alerts, using the search pattern. All coverage alerts will be listed, as long as their name starts with the given search pattern. An empty search pattern lists all known coverage alerts.

Click on the column headings to sort the result set accordingly. Clicking repeatedly changes the sort order from ascending to descending and reverse.

[All]

Clears the search pattern and displays all known coverage alerts.

Coverage alert

Searches the defined pattern within the name of the coverage alerts.

Description

Searches the defined pattern within the description of the coverage alerts.

[Back]



Switches display to list view.

[Delete]

Will delete the displayed coverage alert after confirmation.

[OK]

Saves all data as displayed to the database. The date of update and the reference to the user, who modified the data, will be updated.

-  Without a Server Service restart, it takes approximately 30 seconds until changes are recognized during going process.
-  If an e-mail notification is replied, the first line of the reply-mail is taken as an event note. The event note is displayed in the [Printer Monitor](#) and the [Event Log](#). To assign the severities 'Critical', 'Warning' or 'Information' to an event note, add '[critical]', '[warning]' or '[information]' (default) to the note text.

General

Managed by

Displays the creator and manager of the coverage alert.

Coverage alert

The name of the coverage alert.

Description

An arbitrary text as description of the coverage alert.

Coverage

These settings determine at which value of the coverage ratio notification is given. Values below 5.00 are not permitted. If the value specified here is reached or exceeded, an event is generated and an e-mail is sent. As long as the value is not fallen below again, this e-mail can be repeated daily or weekly.

E-mail subject

Enter the subject line for the e-mail to the receiver of the notification e-mail of the coverage alert into this field. Within the text for the e-mail subject variables may be used, which will be replaced by data of the actual printer when sending the e-mail. These variables are:

| | |
|----------------|--|
| <customer> | Name of the customer, who runs the printer |
| <customername> | Full name of the customer, who runs the printer |
| <event> | Type of the event |
| <prtid> | Numeric id of the printer at the central server |
| <prt看ip> | Network address of the printer as DNS name or IP address |
| <prtmac> | MAC address of the printer |
| <prtserial> | Serial number of the printer |
| <prtassetno> | Asset no of the printer |
| <prtinventno> | Inventory number of the printer |
| <prtciid> | CI-ID of the printer |
| <prtlocation> | Location of the printer as delivered by SNMP |
| <prtcontact> | Contact of the printer as delivered by SNMP |
| <prtmodel> | Model type of the printer |

| | |
|--------------|--|
| <prtsysname> | System name of the printer according to rfc 1213 |
| <eventid> | ID of the event |

The preset content of the e-mail subject is:

```
<event>: <customer> - <prtip> [<prtserial>]
```

E-mail receiver

Enter a valid e-mail address of the receiver of the notification e-mail of the corresponding event into this field. Several e-mail addresses may be entered separated by comma.

Coverage

Coverage defines a selection of customers at which this coverage alert will be used for all printers or selected model types. After saving, the coverage alert will be assigned to the corresponding printers, known at the customer's site. Printers being detected later will have this marker threshold assigned automatically.

Printer models

Here you optionally chose a *printer model* name. You automatically get offered a selection. The more precise you enter a search mask, the better you will find the model name in the selection list.

The chosen text is used as a search pattern to find affected *printer models* at the selected *customer*. To chose all printers of the selected customer, simply leave this field blank and press the *Insert* button.

Customers

In this list you select the customer, where all or specific *printer models* should be assigned to the coverage alert.

Covering

This list shows the current selection. By clicking the button *Insert*, the current combination of customer and printer model will be added. The button *Remove* will delete the currently selected entry from the list. After *Insert*, the number of matching printers is shown. After leaving this page with *OK*, these printers will be assigned.

Assigning all printers of a customer or optionally some with a matching model name, will add the matching printers, if there is not yet an existing assignment only. Existing assignments will not be changed.

The assignment of a specific printer might be overwritten intentionally in the [printer's](#) page, independent of a coverage. This then will not be changed, if a new coverage is set or an existing coverage is changed.

Deleting a printer's assignment in the [printer's](#) page, will change to an empty assignment. This is also persistent and will not be changed with a new or changing coverage. Thus specific printers can be excluded.

A reset of notifications in the [user's](#) page will delete all existing assignments.

3.6.4 Alerts

Alerts contain rules for notification about troubles at printers. For different events, causing warnings or errors at the printer, you may define preferences for notification by e-mail here.

Alarm rules are manually created and assigned to printers by administrators and dealers, as well as by customers with the right to their own alarm rules. All other users have no access to this data.

[Search]

Starts searching for alert rules, using the search pattern. All alert rules will be listed, as long as their name starts with the given search pattern. An empty search pattern lists all known alert rules.

Click on the column headings to sort the result set accordingly. Clicking repeatedly changes the sort order from ascending to descending and reverse.

[All]

Clears the search pattern and displays all known alert rules.

Alert rule

Searches the defined pattern within the name of the alert rules.

Description

Searches the defined pattern within the description of the alert rules.

[Back]

Switches display to list view.

[Delete]

Will delete the displayed alarm rule after confirmation. This is allowed to administrators only.

[OK]

Saves all data as displayed to the database. The date of update and the reference to the user, who modified the data, will be updated.



Without a Server Service restart, it takes approximately 30 seconds until changes are recognized during going process.



If an e-mail notification is replied, the first line of the reply-mail is taken as an event note. The event note is displayed in the [Printer Monitor](#) and the [Event Log](#). To assign the severities

'Critical', 'Warning' or 'Information' to an event note, add '[critical]', '[warning]' or '[information]' (default) to the note text.

General

Managed by

Displays the creator and manager of the alert rule.

Alert rule

The name of the alert rule.

Description

An arbitrary text as description of the alert rule.

E-mail subject

Enter the subject line for the e-mail to the receiver of the notification e-mail of the events into this field. Within the text for the e-mail subject variables may be used, which will be replaced by data of the actual printer when sending the e-mail. These variables are:

| | |
|----------------|--|
| <customer> | Name of the customer, who runs the printer |
| <customername> | Full name of the customer, who runs the printer |
| <event> | Type of the event |
| <prtid> | Numeric id of the printer at the central server |
| <prt看ip> | Network address of the printer as DNS name or IP address |
| <prtmac> | MAC address of the printer |
| <prtserial> | Serial number of the printer |
| <prtassetno> | Asset no of the printer |
| <prtinventno> | Inventory number of the printer |
| <prtciid> | CI-ID of the printer |
| <prtlocation> | Location of the printer as delivered by SNMP |
| <prtcontact> | Contact of the printer as delivered by SNMP |
| <prtmodel> | Model type of the printer |
| <prtsysname> | System name of the printer according to rfc 1213 |
| <eventid> | ID of the event |

The preset content of the e-mail subject is:

```
<event>: <customer> - <prt看ip> [<prtserial>]
```

Event

The description of an event, the device is reporting.

Active

This switch is used to enable or disable the handling of the corresponding event.

Severity

A classification for the severity of the alert, beginning from 'Other' up to 'Error', can be selected here for each alert. This classification reflects the priority of the generated alert e-mail and also the display of the printer monitor

E-mail if frequency exceeds

The number of alert events, that have to occur within a day, week or month, before this alert will be escalated and an automatic notification e-mail will be generated, can be configured here. An e-mail will be sent when the event appears and is cleared more often than configured. Setting the limit to 0 deactivates this option.

E-mail if not resolved within

The timeframe in minutes can be specified here, for that this alert has to stay active, before the system will escalate this alert and generate an automatic notification e-mail.

Re-sending e-mail

This option controls how often the notification e-mail will be sent after occurring of the corresponding event until it gets cleared again.

E-mail receiver

Enter a valid e-mail address of the receiver of the notification e-mail of the corresponding event into this field. Several e-mail addresses may be entered separated by comma.

Coverage

Coverage defines a selection of customers at which this alert rule will be used for all printers or selected model types. After saving, the alert rule will be assigned to the corresponding printers, known at the customer's site. Printers being detected later will have this rule assigned automatically. In addition the alert rule can be assigned for each [printer](#) individually.

Printer models

Here you optionally chose a *printer model* name. You automatically get offered a selection. The more precise you enter a search mask, the better you will find the model name in the selection list.

The chosen text is used as a search pattern to find affected *printer models* at the selected *customer*. To chose all printers of the selected customer, simply leave this field blank and press the *Insert* button.

Customers

In this list you select the customer, where all or specific *printer models* should be assigned to the alert rule.

Covering

This list shows the current selection. By clicking the button *Insert*, the current combination of customer and printer model will be added. The button *Remove* will delete the currently selected entry from the list. After *Insert*, the number of matching printers is shown. After leaving this page with *OK*, these printers will be assigned.

Assigning all printers of a customer or optionally some with a matching model name, will add the matching printers, if there is not yet an existing assignment only. Existing assignments will not be changed.

The assignment of a specific printer might be overwritten intentionally in the [printer's](#) page, independent of a coverage. This then will not be changed, if a new coverage is set or an existing coverage is changed.

Deleting a printer's assignment in the [printer's](#) page, will change to an empty assignment. This is also persistent and will not be changed with a new or changing coverage. Thus specific printers can be excluded.

A reset of notifications in the [user's](#) page will delete all existing assignments.

4 Accounting

4.1 Print Jobs

You may always view a limited number of the last processed print jobs. Optionally also as a live view with automatic update every 5 seconds.

To view information about specific print jobs, you may define certain criteria and search pattern, to start a focused search. In this case, you will get all search results listed, as long as the result set is smaller than 100 entries.

Administrator also may create print jobs manually and delete print jobs, which are older than specific date, which is to be defined.

If you are not an administrator, you do not have access to print job data.

Printer

Here you may select the printer, on which the print jobs to be searched were printed. The printers are ordered alphabetically by the names of their server.

User

Here you may select the user, who submitted the print jobs to be searched.

Job name

Here you may specify a search pattern for print job name. All print jobs will be searched, as long as their name starts with the given search pattern.

Date / until

The input field '*Date*' is used to define a specific date, during which the print jobs to be searched were printed. Entering a date is done using a calendar, which becomes visible as soon as you click into the field. If you are searching print job within a specific time period, you may also enter an end date into the field '*until*'.

Newest first

Displays the search result ordered by the time of submission, newest first.

Printer

Displays the search result ordered by the printer on which the jobs were printed.

User

Displays the search result ordered by the users who submitted the jobs.

Job name

Displays the search result ordered by the name of the print jobs.

[Search]

Starts searching for print jobs using the specified criteria and search pattern. All print jobs will be listed, which match the criteria. If the result contains more than 100 entries, you will be asked for more restrictive criteria.

[*]

Deletes all criteria and search pattern. The last 10 or the number selected in '<n> Jobs' of processed print jobs will be listed.

<n> Jobs

If you do not specify search criteria or turn on '*live*', a limited number of print jobs will be listed. Usually 10 print jobs are listed; you may change this number up to 50 in steps of 10. The print jobs listed then are always the latest processed.

Live

To watch print job processing live, you may switch the display here. This resets all specified search criteria and updates the display every 5 seconds. The last 10 or the number selected in '<n> Jobs' of processed print jobs will be listed.

Acquire manually

Print jobs are acquired automatically by the system. Administrators also may acquire print jobs manually. To do this, click on this button.

[Discard jobs] - older than

To avoid an always-growing database, you may here delete print jobs, which were processed before a specific date. The date is specified in the field '*older than*'. Entering a date is done using a calendar, which becomes visible as soon as you click into the field.



Deleting print jobs is a significant intervention on data. After deleting, you will not be able to create reports for time periods before the specified date. For this reason you have to confirm the deleting twice.

[List]

Switches display to list view.

[Delete]

After confirmation the print job will be deleted. Any costs charged will be credited.

General

Here you will see properties of the print job processed as job name, [user](#), workstation and [printer](#). If the print job was assigned to a [billing client](#), this is also displayed.

Properties of a print job are also page count, size in bytes, data format as information whether the job was printed in b/w or in color, stapled or punched.

If the print job was entered manually by an administrator, this is also displayed as the state of processing.

Costs

The area '*charged*' lists the calculated charges and the [billing client](#) account charged or, depending on the [user](#)'s properties for 'charging', the user account and/or [department](#) account, which was charged.

In addition here you find information about the prices and the [price list](#), which were valid at the time when the print job was processed.

Paper

Depending on the data format of the print job, if determination of the [paper](#) used when printing the job was successful, you will find here a list of the used papers with their format and the number of used sheets. There are counters for b/w simplex and duplex as for color simplex and duplex prints. The price, which was valid at the time when the print job was processed, is also displayed for each paper.

4.2 Departments

Each user may be assigned to one department. For this, departments are created as needed by an administrator.

If you are not an administrator, you may view data of your department only. Administrators may search for specific departments within the list view and then edit their properties by clicking the name within the result list.

[Search]

Starts searching for users, using the search pattern. All departments will be listed, as long as their name starts with the given search pattern. An empty search pattern lists all known departments.

Click on the column headings to sort the result set accordingly. Clicking repeatedly changes the sort order from ascending to descending and reverse.

[*]

Clears the search pattern and displays all known departments.

Department

Displays the search result ordered by the name of the department.

Description

Displays the search result ordered by the description of the department.

E-mail contact

Displays the search result ordered by the e-mail contact address of the department.

[List]

Switches display to list view.

[Reset]

Undo all changes made in input fields.

[Delete]

Will delete the displayed user after confirmation. This is allowed to administrators only.

[OK]

Saves all data as displayed to the database. The date of update and the reference to the user, who modified the data, will be updated.



Without a Server Service restart, it takes approximately 30 seconds until changes are recognized during going process.

General

Department

This is the department's name.

Description

An arbitrary text to describe the department or its function.

E-mail contact

The e-mail address of a contact person of this department.

Street

Street and house or postbox from the postal address of the department.

Zip

Zip code from the postal address of the department.

City

City from the postal address of the department.

Budget / Month

The maximum value per month, the department is allowed to produce costs. This value can only be changed by an administrator.

The switch '*Apply*' enables or disables the limitation.

The value '*Used*' displays the costs produced within the actual month. This value can only be changed by an administrator.

Pages / Month

The maximum total count of pages per month, the department is allowed to print. This value can only be changed by an administrator. A value of 0 means no printing allowed at all.

The switch '*Apply*' enables or disables the limitation.

The value '*Actual*' displays the pages printed within the actual month. This value can only be changed by an administrator.

Color pages / Month

The maximum of color pages per month, the department is allowed to print. This value can only be changed by an administrator. A value of 0 means no color printing allowed at all.

The switch '*Apply*' enables or disables the limitation.

The value '*Actual*' displays the pages printed within the actual month. This value can only be changed by an administrator.

Billing clients

Available billing clients

This list contains all known billing clients. By selecting one or more entries, you may assign these [billing clients](#) to the department by clicking on '>>'.

Assigned billing clients

This list contains all billing clients currently assigned to the department. By selecting one or more entries and clicking on '<<' you may remove them. If the option '*billing required*' is set, the user will have to select among these billing clients and the billing clients assigned to himself, whenever he submits a print job. This list can be changed by administrators only.

4.3 Billing Clients

For customer-related charging of print jobs billing clients are used. So the customer gets an account, to which all print jobs, printed for this customer, are charged. This allows keeping track of costs related to a specific customer.

Whether a [user](#) has to assign his print jobs to a billing client, is defined for each user separately by an administrator. Depending on the [system settings](#), users then may also submit 'private' print jobs, which are charged to the user's account.

If you are not an administrator, you may view data of billings clients assigned to you and your department only. Administrators may search for specific billing clients within the list view and then edit their properties by clicking the name within the result list.

[Search]

Starts searching for billing clients, using the search pattern. All billing clients will be listed, as long as their name starts with the given search pattern. An empty search pattern lists all known billing clients.

Click on the column headings to sort the result set accordingly. Clicking repeatedly changes the sort order from ascending to descending and reverse.

[*]

Clears the search pattern and displays all known billing clients.

[List]

Switches display to list view.

[Reset]

Undo all changes made in input fields.

[Delete]

Will delete the displayed user after confirmation. This is allowed to administrators only.

[OK]

Saves all data as displayed to the database. The date of update and the reference to the user, who modified the data, will be updated.



Without a Server Service restart, it takes approximately 30 seconds until changes are recognized during going process.

Billing client

The name or description of the billing client.

Valid from

If a date is entered here, the billing client becomes valid with this date, i.e. before this date no print jobs may be charged to him. Entering a date is done using a calendar, which becomes visible as soon as you click into the field. This option can be set by administrators only.

Valid until

If a date is entered here, the billing client becomes invalid with this date, i.e. after this date no print jobs may be charged to him. Entering a date is done using a calendar, which becomes visible as soon as you click into the field. This option can be set by administrators only.

Budget / Month

The maximum value per month, the billing client is allowed to produce costs. This value can only be changed by an administrator.

The switch '*Apply*' enables or disables the limitation.

The value '*Used*' displays the costs produced within the actual month. This value can only be changed by an administrator.

Pages / Month

The maximum total count of pages per month, the billing client is allowed to print. This value can only be changed by an administrator. A value of 0 means no printing allowed at all.

The switch '*Apply*' enables or disables the limitation.

The value '*Actual*' displays the pages printed within the actual month. This value can only be changed by an administrator.

Color pages / Month

The maximum of color pages per month, the billing client is allowed to print. This value can only be changed by an administrator. A value of 0 means no color printing allowed at all.

The switch '*Apply*' enables or disables the limitation.

The value '*Actual*' displays the pages printed within the actual month. This value can only be changed by an administrator.

4.4 Paper Sources

The available paper sources (trays, bins, cassettes, feeders) of a printer are retrieved automatically when the system adds a printer with information from the printer driver. In some cases it might be necessary to adjust the PCL tray number, but usually no changes are required here.

Administrators may define additional paper sources for a specific printer manually. If you are not an administrator, you do not have access to device data.

[Search]

Starts searching for paper sources of the printer, which was selected from the list. A list is displayed with all paper sources assigned to this printer.

[List]

Switches display to list view.

[Reset]

Undo all changes made in input fields.

[Delete]

Will delete the displayed paper source after confirmation. This is allowed to administrators only.

[OK]

Saves all data as displayed to the database. The date of update and the reference to the user, who modified the data, will be updated.



Without a Server Service restart, it takes approximately 30 seconds until changes are recognized during going process.

Printer

Displays the model type of the selected printer.

Description

The name or the description of the paper source. This text is retrieved when automatically adding a printer as information from the printer driver. You may change this value at any time. An existing value will not be changed. Windows limits paper source names to 24 characters. This is why some names may be truncated.

PCL Tray

This number represents the tray number used with PCL printer language, to select this paper source. During automated learning of printers, this value is preset. In some cases you have to adjust this value to your specific printer. Please see the documentation of your printer.

Windows Id

This value is a Windows internal id of the paper bin and for information purpose only.

Paper

Here you may select a previously defined [paper](#) type, which will be assigned to the paper source. This assignment allows calculation of costs for the paper used for a print job as exactly as possible.

4.5 Price Lists

A price list defines parameters for calculation of printing costs - without paper. Within a price list, a basic charge and charges depending on the printed paper format are configured. For each paper format there is a price for black & white printing and for color printing.

The costs of a print job then is calculated as follows:

```
base charge for the print job
+ additional charge for stapling
+ additional charge for punching
+ page count * charge for
  b/w or color depending on format
  if required, regarding the duplex factor
```

Costs for paper are calculated by page count of each paper type used and the price defined at the paper type. These costs will be added to the printing costs calculated as shown above.

Price lists are defined manually by administrators and the assigned to printers. If you are not an administrator, you do not have access to calculation parameters.

[Search]

Starts searching for price lists, using the search pattern. All price lists will be listed, as long as their name starts with the given search pattern. An empty search pattern lists all known price lists.

Click on the column headings to sort the result set accordingly. Clicking repeatedly changes the sort order from ascending to descending and reverse.

[*]

Clears the search pattern and displays all known price lists.

Price list

Displays the search result ordered by the name of the price lists.

Description

Displays the search result ordered by the description of the price lists.

[List]

Switches display to list view.

[Reset]

Undo all changes made in input fields.

[Delete]

Will delete the displayed user after confirmation. This is allowed to administrators only.

[OK]

Saves all data as displayed to the database. The date of update and the reference to the user, who modified the data, will be updated.



Without a Server Service restart, it takes approximately 30 seconds until changes are recognized during going process.

Printing

Price list

The name of the price list.

Description

An arbitrary text as description of the price list.

Base charge

This value represents the basic charge for each job (print/copy/scan/fax), independent of page count and additional charges.

Costs for stapling

This value represents the additional charge for stapling, if requested.

Costs for punching

This value represents the additional charge for punching, if requested.

Printing costs per sheet

Here the costs for printing on a specific paper format are defined. For each paper format defined within the price list, you specify a price for b/w printing and another price for color printing. This price is per page. You do not need to specify prices for all available formats; it is sufficient to specify prices for the formats you use.

B/W page

This value represents the price for printing a monochrome page of the specified format.

Color page

This value represents the price for printing a color page of the specified format.

Add

To add another paper format to the price list, select the desired paper format from the list left from the button. By clicking the button, the paper format will be added with the prices entered in '*b/w page*' and '*color page*'.

Update

By clicking this button, the prices entered in '*b/w page*' and '*color page*' will be applied to the paper format selected within the price list.

Remove

By clicking this button, the paper format selected within the price list will be removed.

Multifunctional

B/W copy

This value represents the price for creating a monochrome copy using the copier functionality.

Color copy

This value represents the price for creating a color copy using the copier functionality.

B/W scan

This value represents the price for creating a monochrome scan using the scanner functionality.

Color scan

This value represents the price for creating a color scan using the scanner functionality.

4.6 Papers

Definition of papers is done to determine paper costs more exactly. Here you may define various papers for each format with various prices. By assignment to a [paper source](#) of a [printer](#), it then can be determined, which paper at which price was used with a print job.

Papers are defined manually by administrators and the assigned to printers. If you are not an administrator, you do not have access to this information.

[Search]

Starts searching for papers, using the search pattern. All papers will be listed, as long as their name starts with the given search pattern. An empty search pattern lists all known papers.

Click on the column headings to sort the result set accordingly. Clicking repeatedly changes the sort order from ascending to descending and reverse.

[*]

Clears the search pattern and displays all known papers.

Description

Displays the search result ordered by the description of the papers.

Paper format

Displays the search result ordered by the format of the papers.

Media type

Displays the search result ordered by the media type of the papers.

[List]

Switches display to list view.

[Reset]

Undo all changes made in input fields.

[Delete]

Will delete the displayed user after confirmation. This is allowed to administrators only.

[OK]

Saves all data as displayed to the database. The date of update and the reference to the user, who modified the data, will be updated.



Without a Server Service restart, it takes approximately 30 seconds until changes are recognized during going process.

Description

An arbitrary text as description of the paper type. You should use a short text, which comprehensible describes the paper, e.g. '*Letter, 80g, white*' or '*A4, 90g, cream*'

Paper format

Select a format from the list of known paper formats.

Media type

Here you may specify the media type of the paper. This information will be used to determine the paper, in case only the format is known and retrieving the paper tray is not possible, due to the data format of the printing data. By selecting '*Other type...*' you may specify custom media types as used within your printing data. If you do not know about the media type, use the standard type '*plain*'.

Format default

If this option is set, the paper will be used for calculation if only the format is known and determination of a paper tray or specific paper is not possible due to the data format of the print job.

Costs / sheet

This value represents the charge per sheet for calculation of charges.

4.7 Statements

4.7.1 of Users


Reporting period

Select a pre-defined period of time here. For each type of time period you may chose between the current and the previous period.

To use your own time period, you may enter a start and an end date. Entering a date is done using a calendar, which becomes visible as soon as you click into the field.

User name

Here you optionally chose an user. You automatically get offered a selection. The more precise you enter a search mask, the better you will find the user's name in the selection list. The default search pattern is set to 'all' and creates a report on all users.

-  Reports always will be displayed in a separate window. Please take care that your browser allows opening windows and no popup blocker is active.

Statements

Budget Overview

Generates an overview of all users with their departments, budget, account balance as also permitted and current page count. The account data will be summarized.

Activity Totals

Generates a report with the number of print jobs and printed pages on all users, divided in b/w and color prints as also simplex and duplex prints. All values will be summarized.

This report requires specification of a time period.

Printer Activity

Generates a report with the number of print jobs, printed pages on one or all users, divided into b/w prints and color prints as also simplex and duplex prints. The values are referring to the printers used. All values will be summarized.

This report is generated optionally on all billing users or after selection on a specific user. This report requires specification of a time period.

Activity Details

Generates a report with the print jobs, printed pages on one or all users, divided into b/w prints and color prints as also simplex and duplex prints, printing costs and paper costs. All values will be summarized.

This report is generated optionally on all billing users or after selection on a specific user. This report requires specification of a time period.

Account Statement

Generates a report with the print jobs, printed pages and charged costs on one or all users, divided into b/w prints and color prints as also simplex and duplex prints. The values are referring to the printed jobs. All values will be summarized.

This report is generated optionally on all billing users or after selection on a specific user. This report requires specification of a time period.

Paper Consumption

Generates a report on the amount of sheets for each paper type, which the user used while printing.

This report is generated optionally on all billing users or after selection on a specific user. This report requires specification of a time period.

Account Adjustments

Generates a detailed report on all entries of manual acquired print jobs for one or all users.

This report is generated optionally on all billing users or after selection on a specific user.
This report requires specification of a time period.

4.7.2 of Departments

Reporting period

Select a pre-defined period of time here. For each type of time period you may chose between the current and the previous period.

To use your own time period, you may enter a start and an end date. Entering a date is done using a calendar, which becomes visible as soon as you click into the field.

Department

Here you optionally chose a department. You automatically get offered a selection. The more precise you enter a search mask, the better you will find the department's name in the selection list. The default search pattern is set to 'all' and creates a report on all departments.



Reports always will be displayed in a separate window. Please take care that your browser allows opening windows and no popup blocker is active.

Statements

Overview

Generates an overview of all departments with their contact information, budget, account balance as also permitted and current page count. The account data will be summarized.

Activity Totals

Generates a report with the number of print jobs and printed pages on all departments, divided in b/w and color prints as also simplex and duplex prints. All values will be summarized.

This report requires specification of a time period.

Printer Activity

Generates a report with the print jobs, printed pages on one or all departments, divided into b/w prints and color prints as also simplex and duplex prints. The values are referring to the printers used. All values will be summarized.

This report is generated optionally on all departments or after selection on a specific department.
This report requires specification of a time period.

Activity Details

Generates a report with the print jobs, printed pages on one or all departments, divided into b/w prints and color prints as also simplex and duplex prints, printing costs and paper costs. All values will be summarized.

This report is generated optionally on all departments or after selection on a specific department. This report requires specification of a time period.

Account Statement

Generates a report with the print jobs, printed pages and charged costs on one or all departments, divided into b/w prints and color prints as also simplex and duplex prints. The values are referring to the printed jobs. All values will be summarized.

This report is generated optionally on all billing users or after selection on a specific user. This report requires specification of a time period.

Users Overview

Generates an overview of departments and the users assigned to the departments with their contact data.

Paper Consumption

Generates a report on the amount of sheets for each paper type for one or all departments.

This report is generated optionally on all departments or after selection on a specific department. This report requires specification of a time period.

Account Adjustments

Generates a detailed report on all entries of manual acquired print jobs for one or all departments.

This report is generated optionally on all departments or after selection on a specific department. This report requires specification of a time period.

4.7.3 of Billings


Reporting period

Select a pre-defined period of time here. For each type of time period you may choose between the current and the previous period.

To use your own time period, you may enter a start and an end date. Entering a date is done using a calendar, which becomes visible as soon as you click into the field.

Billing code

Here you optionally choose a billing code. You automatically get offered a selection. The more precise you enter a search mask, the better you will find the billing code's name in the selection list. The default search pattern is set to 'all' and creates a report on all billing codes.

-  Reports always will be displayed in a separate window. Please take care that your browser allows opening windows and no popup blocker is active.

Statements

Overview

Generates an overview of all billing clients with their valid time period, budget, account balance as also permitted and current page count. The account data will be summarized.

Activity Totals

Generates a report with the number of print jobs and printed pages on all billing clients, divided in b/w and color prints as also simplex and duplex prints. All values will be summarized.

This report requires specification of a time period.

Printer Activity

Generates a report with the print jobs, printed pages on one or all billing clients, divided into b/w prints and color prints as also simplex and duplex prints. The values are referring to the printers used. All values will be summarized.

This report is generated optionally on all billing codes or after selection on a specific billing code. This report requires specification of a time period.

Activity Details

Generates a report with the print jobs, printed pages on one or all billing codes, divided into b/w prints and color prints as also simplex and duplex prints, printing costs and paper costs. All values will be summarized.

This report is generated optionally on all billing codes or after selection on a specific billing code. This report requires specification of a time period.

Account Statement

Generates a report with the print jobs, printed pages and charged costs on one or all billing codes, divided into b/w prints and color prints as also simplex and duplex prints. The values are referring to the printed jobs. All values will be summarized.

This report is generated optionally on all billing codes or after selection on a specific billing code. This report requires specification of a time period.

Paper Consumption

Generates a report on the amount of sheets for each paper type, which was used while printing for the billing client.

This report is generated optionally on all billing codes or after selection on a specific billing code.

This report requires specification of a time period.

Account Adjustments

Generates a detailed report on all entries of manual acquired print jobs for one or all billing clients.

This report is generated optionally on all billing codes or after selection on a specific billing code.
This report requires specification of a time period.

Billing Code Associations

Generates an overview of all billing clients and their assigned users and departments.

4.7.4 of Printers

Reporting period

Select a pre-defined period of time here. For each type of time period you may chose between the current and the previous period.

To use your own time period, you may enter a start and an end date. Entering a date is done using a calendar, which becomes visible as soon as you click into the field.

Printer

Here you optionally chose a printer. You automatically get offered a selection. The more precise you enter a search mask, the better you will find the printer's name in the selection list. The default search pattern is set to 'all' and creates a report on all printers.



Reports always will be displayed in a separate window. Please take care that your browser allows opening windows and no popup blocker is active.

Statements

Activity Totals

Generates a report with the number of print jobs and printed pages on all printers, divided in b/w and color prints as also simplex and duplex prints. All values will be summarized.

This report requires specification of a time period.

Activity Details

Generates a report with the print jobs, printed pages. The values are referring to the printers used. All values will be summarized.

This report is generated optionally on all printers or after selection on a specific printer.
This report requires specification of a time period.

Paper Consumption


Generates a report on the amount of sheets for each paper type, which were used while printing.

This report is generated optionally on all printers or after selection on a specific printer.
This report requires specification of a time period.

Load distribution

Generates a report on the print jobs and printed pages depending on the daytime. The values are divided into b/w prints and color prints as also simplex and duplex prints. All values will be summarized.

This report requires specification of a time period and selection of a printer.


 The displayed hours are given as UTC time, due to technical issues.

Last Usage

Generates an overview of all printers and their last usage date.

5 Data Collection Clients

With this page a dealer controls the update of Mercury Managed Print Services monitoring clients at his customers' sites. Delivery of the software update can be managed centrally here from the Mercury Managed Print Services server software. This way it is not required to visit the customer's site for an update.

 Please note that before version 6.0 the software does not support 'auto-update'. The update of an existing Mercury Managed Print Services client installation of version 4.x or 5.x to version 6.0 has to be done on-site manually.

If a client software update is available, it will be delivered and installed whenever a client is checking for it, according to the [rollout plan](#) set in the Mercury Managed Print Services server software. Delivery is done in phases to avoid an overload at the internet connection and the server software. Thus a hereby configured update will not be delivered instantly. Depending on server load and rollout plan it might take several days before the update is installed.

Below the *Update* header of the table, the column '*Last execution*' show date and time when the latest update was run automatically at the customer's client software. The column '*Last update check*' displays date and time when the client software was checking lately for an update. Column '*Delivery*' shows the current setting for the client for automatic updates. This might be changed using the action menu after a selection was made.

Deliver update

, Yes' will deliver the software update to the requesting client. Setting to 'No' will stop an update that has not yet been delivered to the client. Also on further requests the update will not be delivered to the requesting client.

Block update

Setting to , Yes' will block update delivery to the client completely. As long as this block is set active, no software update will be delivered automatically, even when the client is selected and delivery will be set to , Yes' . Setting update block to 'No' will release this block.

REST Basis-URL

Opens a dialog box for entering the base URL to which the endpoint paths of the Mercury Managed Print Services client REST API are appended. Format: `https://<host>/<basePath>`

Delete

This action removes the customer client from the list. It does not remove or uninstall the client software at the customer's site. Just the client will not be listed here anymore. If the client software will deliver printer data again later, it will automatically be added again.



Smart Device Services

If support for HP Smart Device Services is enabled on this system, for clients with installed SDS connector software a button with HP Symbol is shown in column 'Last transfer'. This button opens a dialog to configure EWS access to printers managed by this client as also automatic SDS connector updates.

6 Settings

The behavior of the system depends in certain situations on parameters, which you may adjust on these pages. Here is also where you control access and e-mail notification.

If you are not an administrator, you do not have access to system parameters.

[Reset]

Undo all changes made in input fields.

[OK]

Saves all data as displayed to the database.



Without a Server Service restart, it takes approximately 30 seconds until changes are recognized during going process.

Common options

Change system-/administration password



Beside the chosen method for authentication, there is always an access under the user name '*superadmin*'. After Installation the password is identical with the user name. **Due to security purpose, this password should be changed as soon as possible!**

This access is added for an administrator and works even after changing the authentication method. A Windows domain for this user name is not required.

Authentication

For the user [login](#), you may chose between the following two methods.



Please be aware, that changing this option under certain circumstances may result in a security leak and that passwords of both methods do not need to be identical. If you change from LDAP to standard method, all user accounts at first are not protected by password. If you change from standard to LDAP method, passwords, which are not identical to the Windows user's password, will not work.

Integrated authentication

Authentication is managed by the system. Each user has his personal password, which he can set himself within his account data. Empty passwords are allowed and at first after a user has been automatically learned set. If a user has lost his password, the administrator may delete the password by setting it empty.

LDAP / LDAPS authentication

The system sends the username and password to a LDAP server for verification. This also requires the name of a Windows domain. The LDAP server, usually the domain controller, decides about a valid login. There are no additional passwords and solely the password, the user has set for his Windows account, is valid.

The LDAPS option communicates SSL encrypted with the LDAP server. This requires an server supporting LDAPS.

With LDAP authentication the user's data fields '*full name*', address fields , '*e-mail*' and '*description*' will be retrieved and synchronized with the LDAP server.

LDAP(S) Server

Here you specify the LDAP server by entering the IP address of the server or the host name. A host name requires resolution by a DNS server. The LDAP server verifies user name, password and Windows domain. Serval servers may be configured, separated by a space character. This is useful for a fall back to a backup domain controller when a primary domain controller is down.

LDAP Role group naming

Here you define a pattern for LDAP group names. Doing this you have to use the variables '<customer>' for the customer's name and '<role>' as a placeholder for the access rights. For each of the 3 supported access levels, you may create an LDAP group. The members of these groups will be able to log in using their LDAP user name, without being created as users or access keys on this system. Their access rights are controlled by the group membership.

Currently 3 groups are supported. The group names resulting by the pattern are shown in the field '*LDAP groups*'. The default setting is '*<customer>.fsm.<role>*'. This results in group names as:

- *Customer.fsm.Operator* (read only)
- *Customer.fsm.Orders* (ordering supplies)
- *Customer.fsm.Report* (reading and creating reports)

- `Customer.fsm.Admin` (unlimited access)

where 'Customer' will be replaced by the name of each customer e.g. 'MyCompany.fsm.Operator'. The input field automatically changes all input to lower case for syntactical check. This doesn't mean that the LDAP group names have to be in lower case, too.

During [login](#), the customer name has to be entered as *User name* and the LDAP user name as *Access key*. In addition a domain name is required for LDAP login.

Login at the web-frontend allowed for

Choose the user groups, for which the login at the web-frontend should be allowed

Global firmware management

This option controls if firmware versions of printers are managed in a common system-wide way or for each dealer separately.

Allow printer exchange between customers

If this option is checked, printers may be moved from one customer to another. If the client of the new customer sends data for this printer, the printer will be moved to the new customer while maintaining its data. The printer will be removed from the previous customer. If this option is not checked, a new printer will be created and it is maintained at the previous location.

Cross-customer network

If this option is checked, then a cross-customer network is assumed. As a result, care is taken to ensure that a specific host name (or IP address) is assigned only once. If a new printer is created, the host name (or IP address) will be revoked from other printers.

Printer announcements at client service allowed

If this option is checked, it is possible for users to notify the customer's monitoring client of new printers that are then to be monitored. Also printers that are deleted on the server are also deleted on the client.



The announcement of network printers requires that the the customer runs **a single monitoring** - not even KFS - and that this client can be reached in the network of the web server. In addition, the knowledge of the IP address of the responsible client is required.

Calculate monthly print volume from warranty (requires XML import option)

If this option is checked, the nominal monthly print volume, shown in '[Model data](#)' will be calculated from the warranty data of the printers, imported by the XML file.

Activate "HP Smart Device Services" support

HP Smart Device Services is a set of cloud tools and device-based sensing capabilities, designed to enhance the service experience for HP printers. It monitors and diagnoses many service needs to minimize downtime and cut costs. Activate this option to allow dealers on this Mercury Managed

Print Services server offering HP Smart Device Services usage to their customers. If active, a new tab will appear to set [configuration parameters](#).

Deployment of printer apps

This option turns on features for deploying apps to printers. For the communication of the apps with the Mercury Managed Print Services server, the apps must be configured. To be able to do this, enter the address of your Mercury Managed Print Services server that can be reached by the printers.



Deploying printer apps requires that the Mercury Managed Print Services server runs in the same network as the respective printers.

Activate Accounting module (requires accounting option)

This option is used to turn off or on the accounting related settings.

System events e-mail address

This option controls the sending of system messages as e-mails. Turn sending on by clicking the box and enter an e-mail address of the 'receiver'. Multiple receiver addresses have to be separated by comma.

CSV Delimiter

The standard delimiter to separate data fields in CSV file export.

Currency

This text will be used as currency within all reports and account data. After installation, the currency, which is set on the system, where the accounting server service is running, will be preset.

Neutral submitter name

Data transmitted by the acquisition client contains a sender Id by means of which the acquired printers are assigned to a customer. The sender Id defined here is used to transfer printer data without these printers being assigned to a customer during initial data transfer. They are entered and displayed with the customer name '<unassigned>'. However, they are assigned to the dealer selected in the following option. The dealer can then assign the printers to his customers using the web interface of the server.



As long as these printers are not assigned to a customer, no device data is accepted by the server during subsequent data transfers, i.e. counter readings and fill levels of consumables are not updated.

After assignment to a customer, these printers can still be transmitted with the sender ID set here, they remain with the previously assigned customer.

Dealer for neutral submitter

Name of the dealer to which new printers transmitted with the sender Id defined under *Neutral submitter name* are assigned (see above).

Delete data from archive after <x> days

Transferred data will be archived as a zipped file for the specified amount of days. After this time the data files will be deleted automatically from disk. Data in the database will not be affected!

E-mail if data transfer is outstanding

If data transfer of a customer is outstanding, an e-mail will be sent to the system events e-mail address. A mail is also sent to the dealer, if an e-mail address for system events is specified in the user details.

Change encryption password

Password for data transmission. Note, that the same password must be configured at client side.

Advanced

Disable user login due to maintenance

User login may be disabled during maintenance work.

Clear event log - older than

To avoid an always-growing database, you may here delete device events, which were recorded before a specific date. The date is specified in the field '*older than*'. Entering a date is done using a calendar, which becomes visible as soon as you click into the field.



Deleting device events is a significant intervention on data. After deleting, you will not be able to create reports for time periods before the specified date. For this reason you have to confirm the deleting twice.

Update online available printer and counter definitions

Counter definitions will be downloaded and updated.

Discard printer list for Mercury Printing System

The creation of new printer data for Mercury Printing System servers will be scheduled.

Updates

Update online available printer and counter definitions automatically

Counter definitions will be periodically downloaded and updated.

Allow monitoring clients to download new program versions

Activation of the automatic client software update. If this option is activated, Mercury Managed Print Services clients with version 6.0 or higher may update itself to the latest software version.

Alternative download address of update packages

Address of the download server for client updates. Normally it is the address of the webserver, where the Mercury Managed Print Services server configuration is running and where the client software is ready to download. The latest client software is provided by the web application setup.

Limitation of update downloads per dealer

Limitation of granted update downloads per hour and dealer, depending on the server load and available bandwidth.

Rollout planning

Rollout is done in several phases. In every phase new clients will be delivered up to the specified percentage. E.g. a percentage of 25% specifies, that up to a maximum of 25% of the clients of a specific dealer will be updated to the current software version. When this limitation is reached depends at one hand on the specified 'limitation of update downloads' and on the other on the time, when the clients are requesting the new software. If the percentage is reached, it will be kept for the specified number of days. Until the next phase is reached, no clients will be delivered anymore. The reaching of the percentage is not guaranteed, it is only an upper limit for the specified time period.

Data transfer settings

Provide user account data to Mercury Printing System systems

If checked, this option lets you send user account data to inquiring Mercury Printing System systems. New users will be added and deleted users will be removed from the Mercury Printing System server's database.

Transfer card reader assignments to Mercury Printing System systems

Check this option if information of card readers that are assigned to printers will be transferred to requesting Mercury Printing System systems. These assignments will be learned by the Mercury Printing System systems. Already existing assignments will be overwritten in this case.

Refresh Mercury Printing System transfer files every <x>

Printer data for Mercury Printing System servers will be refreshed in the specified interval.

Mercury Printing System NPS servers overview

The list shows all known Mercury Printing System servers, which connected to the MPS server. For each Mercury Printing System server its server id, network address and account name will be displayed.

Mail settings

Here you define settings which are required for sending data exchange e-mails between customer and dealer system and which are needed for notifications and status reports.

Check every <x> min

The polling interval for mails in minutes.

Timeout

The timeout period for mail server communication in seconds

POP3 Server

Server address

Here you define the POP3 server with an IP address or the host name. A host name requires resolution by a DNS server. The POP3 server receives the e-mail notifications.

User name

POP3 user account

Port

TCP/IP communication port

Security

If the mail server you are fetching mail from supports Secure Sockets Layer (SSL) encryption, you can select one of these options to have all information sent through a secured connection.

Password

POP3 user password

SMTP Server

Server address

Here you define the SMTP server with an IP address or the host name. A host name requires resolution by a DNS server. The SMTP server sends the e-mail notifications.

User name

In case the SMTP server requires authentication for sending e-mails, you can enter the user name here.

Port

TCP/IP communication port

Security

Select one of the communications options to secure SMTP with transport layer security.

Password

In case the SMTP server requires authentication for sending e-mails, you can enter the password of the e-mail account here.

From

Here you may enter an arbitrary text, which is used as sender of the notification e-mails.

Network settings

Proxy configuration

If a proxy server is required to connect to the Internet, you can activate this option here. A proxy server needs a host name and a port number as a reachable address. If the proxy server requires user authentication, you have to enter an user name and a password here.

REST API

API web addresses**OAuth2 server base URL**

Base URL to which the endpoint paths for OAuth2 authentication are appended. Format: `https://<host>/<basePath>`

Server API base URL

Base URL to which the endpoint paths of the **Mercury Managed Print Services** server REST API are appended. Format: `https://<host>/<basePath>`

API Clients

List of the configured API Clients, which are allowed to access the API. Possible authorization procedures and access rights can be defined here in accordance with the OAUTH2 specification. Client applications receive an access token through the **Mercury Managed Print Services** OAUTH2 authorization server, which allows them to access the REST API.

Add Client...

Adds a new client application for accessing the REST API.

API client settings

Active

Enable access to the REST API for this client. If this option is deactivated, the settings will remain, but no access token is exposed to this client anymore.

Name

Name of the client (for display only).

Client Id

Random unique string to identify the client. Consists of printable characters (VSCHAR, VSCHAR, %x20-7E).

Confidential

If checked, the client must be capable of keeping a client secret (password) confidential to the world. A public client is not capable of keeping a secret confidential. This settings determines the available authorization procedures (Grant Type, Flow).



'Mobile Apps' are public (non-confidential) clients, because they cannot securely store a secret on the device. It is strongly recommended to use the 'Authorization Code' Flow with PKCE extension!

Client Secret (only available for confidential clients)

Random unique string used as client password, which consists of printable characters (VSCHAR, VSCHAR, %x20-7E). This password must be provided when calling the authorization server. The client secret must be kept safe and must not be exposed. A 'Mobile App' is a public client and therefore it may not use a client secret. For public clients the 'Authorization Code Flow (PKCE)' is strongly recommended, which doesn't need a client secret.

Login Redirect URI

Base URL of the client application, used in conjunction with the 'Authorization Code' Flow. After the user has logged in at **Mercury Managed Print Services**, he will be redirected along with the authorization code to this address. A return code of 400, 401 or 500 indicates an error, along with a description ('error' and 'error_description'). When using a 'Mobile App', it is usually a self registered custom scheme. Using this, the user returns to the application after logging in.

Grant Types

Allowed OAUTH2 Grant Types for this client, like authorization_code (w/o PKCE extension), password, client_credential, refresh_token.

Scopes

Allowed scopes (function groups) for this REST-client.



For security reasons, client application should only request the scopes they need.

Administrator (admin): All API functions of the requested scopes may be called with this access token without restriction

Server (server_write): Write access to the server API

Server, read only (server_read): Read access to the server API

Order shop: Access to orders and orderable supplies

Client (client_write): Write access to the client API

Client, read only (client_read): read access to the client API

Bulk (bulk): Querying and setting values of remote printers (client_read or client_write is not needed)

Angemeldete Geräte

List of the connected client applications, if they are using refresh tokens. Refresh tokens allow a client application to renew the token after its expiration without the user having to reenter his credentials. Only after a refresh token has expired, a new entry would be required. Since this method a permanent logon is possible, the refresh tokens can be reset at this point. This forces the users to reenter his credentials after the current access token has expired. Client applications that logged in without user credentials, using the client_credential flow, are not listed. Since these can get a new access token at any time via the assigned client_id and client_secret, they can only be locked out by deactivating the method client_credentials.

Reset authorizations

Reset all device authorizations of the selected user. If a dealer is selected, all authorizations of the dealer and his customers will be reset. When requesting a new access token, the credentials must be reentered at all devices of these users.



Even if the authorizations are reset, access to the API remains possible until the current access token of the client has expired.



SDS

HP SDS Server

This selects the HP Smart Device Services server region that will be used. You have to select one region. It is not possible to use different regions at same time. Also be aware that access data is region dependent and can't be used on different regions as created for.

HP SDS Administrator

As host of this Mercury Managed Print Services server, you need an HP Id account. To register follow either <https://eu.jamangement.hp.com> for Europe or <https://jamangement.hp.com> for USA. After registration enter your HP Id credentials here. By clicking *OK*, your *account ID* will be shown which has to be confirmed by docuFORM GmbH. When done, this server is ready to use HP Smart Device Services.



Please keep in mind that the password will expire every 90 days. You have to renew and update here in time.

Mercury Managed Print Services Server

Die Funktionsweise von HP Smart Device Services erfordert eine Kommunikation mit dem Mercury Managed Print Services Server. Geben Sie hierzu die öffentlich erreichbare Adresse Ihres Mercury Managed Print Services Servers ein.



Kyocera Fleet Services Server

Enter the URL of the Kyocera KFS API Server here.

Accounting options (requires accounting option)

Enhanced data privacy

If this option is set, during acquisition the job names of all print jobs are replaced by the text '<unknown>' and the printing time will not be stored in the database. Reports with activity details will not be available. This avoids drawing conclusions from a job name to the content of the print job and the working hours of an user. This might be necessary for data privacy regulations.

Department

Select a [department](#), which is to be assigned to users, which are automatically learned

Price list

Select a [price list](#), which should be assigned to every printer, which is automatically learned.

Paper format

Select a paper format, which is used for calculating costs, whenever determination of the paper format, [paper tray](#) or [paper type](#) used has failed.

Card Reader Password

Here you define the access password for all card readers.

Timeout between copies (card reader)

This value controls the time between processing two copies. To assure both copies belong to the same copy session, the time period between must be smaller than this value in milliseconds.

Timeout for copy session (card reader)

This value controls the time until a copy session is treated as finished. After that the card has to be read again at the card reader terminal. The value is entered in milliseconds and counting starts as soon as the *timeout for copies* has passed after the last copy.

Copies - charging without SmartCard - default

If no SmartCard terminal is registered for a multifunctional printer, copies may be charged to a user's or a billing client's account optionally. The setting configured here will be used for all new printers when being created automatically.

Scans - charging without SmartCard - default

If no SmartCard terminal is registered for a multifunctional printer, also scans may be charged to a user's or a billing client's account optionally. The setting configured here will be used for all new printers when being created automatically.

Faxes - charging without SmartCard - default

If no SmartCard terminal is registered for a multifunctional printer, also faxes may be charged to a user's or a billing client's account optionally. The setting configured here will be used for all new printers when being created automatically.

Job handling (requires accounting option)

Jobs of unknown users

Here you control, how the system handles print jobs from unknown users:

Will be printed - the job will be printed and the user will be added to the database.

Will be denied - the user will not be added, the job will be denied.

If below low balance limit

With this option you control the behavior, if during processing a print job, the budget of user will become not sufficient:

Reject all jobs - the current print job and all others after will be rejected, even if there's a rest credit.

Print current job - the current job will be printed, even if the credit is less, but later jobs are refused.

Allow printing further jobs - the current and all later jobs are printed, even if there is no credit.

Remaining credit balances

No automatic budget reload with new month - disables the automatic reload of accounts at start of the month. The accounts have to be reloaded manually.

This option control, how to handle a credit which still is available at the end of the month:

Will be reset at the end of the month - The remaining credit is lost, the account is reloaded to the budget.

Will be added to the new balance - The remaining credit is kept, the account is reloaded with the budget in addition.

Billing: Allow private jobs

If a user is marked for '*billing required*', he has to select for each print job a billing client, which gets the costs charged. Optionally you may permit 'private' printing. Then costs are charged to the user's account.

Billing text used for private jobs

Here you enter an arbitrary text, which is displayed at the user's system when a billing code is required. When selecting this text instead of a billing code, the user's account will be charged.

Canceled jobs

Here you define, how canceled print jobs will be charged:

Will not be charged - canceled print jobs are not charged at all.

Will be partially charged - only the printed number of pages will be charged. This functionality depends on the printer driver. Not all drivers do support page count feedback.

In case of server failure

In case the accounting server service is not available, this option controls how to proceed:

Reject all jobs - There will be no job processing until the server will be available.

Allow printing - Printing will still be possible, the data acquired will be sent to the server as soon as possible. When using billing, the printing continues using the last known configuration with billing clients and their assignment

Job confirmation (requires accounting option)

Require job cost confirmation before printing by user

This option, set by the administrator, provides the cost of each print job and requires the user to confirm or cancel.

Popup display duration

Here you can adjust the display duration of notification windows, displayed if the popup application is running. Different values may be used for error and success notifications.

Job Confirmation Templates

The system differentiates between successful and failed processing of a print job. For both situations you may define templates for e-mail notification here. Doing this you may use variables within the '*subject*' line as also within the mail '*body*', which are replaced with job specific values when an e-mail will be sent. Variables are started with '<' and ended with '>'. Available variables are:

| | |
|----------------|--|
| <time> | Start time of the print job |
| <jobname> | Name of the print job |
| <jobid> | Internal id of the print job |
| <device> | Name of the printer used |
| <printserver> | Print server, which serves the printer |
| <bytes> | Size of the print job in bytes |
| <printedpages> | Number of printed pages |
| <totalpages> | Total number of pages of the print job |
| <colorpages> | Number of color pages of the print job |
| <user> | User, who submitted the print job |
| <fullname> | Full name of the user, who submitted the print job |
| <workstation> | Workstation, which submitted the print job |
| <billing> | Description of the billing client |
| <charge> | Costs of the print job |
| <code> | Reason if rejected |

Language

Here you select the language for definition of e-mail templates. Currently only languages supported by the system are available for selection.

Subject

This text will be used as the e-mail subject.

Body

This text will be used as the e-mail body.

7 Logout

This ends your session. To further view your account or to configure as an administrator, you have to [login](#) again.

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