



Mercury Managed Print Services User Manual

Version 14.23

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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 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.

2 Authentication

Before the Mercury Managed Print Services client software can be configured, you have to authenticate yourself by using your password. Enter your password and click on the 'Login' button.

Password

Enter your personal password here.

3 Printer

The printing systems, that have been recognized from the Mercury Managed Print Services client software, are listed here.

Source Identifier

Chose the desired source identifier here of which you want the printers to be listed.

Printer List

By selecting the checkbox in the first column of the printer list, printing systems can be selected.

Clicking on the '**Acquire data**' button will initiate a data acquisition for the selected printers.

Clicking on the '**Activate**' button includes the selected printing systems into the MPS client software monitoring. Clicking on the '**Deactivate**' button removes the selected printing systems from the automatic MPS client software monitoring. Deactivated printing systems are marked with a red cross within the second column of the printer list.

Clicking on the '**Delete**' button deletes the selected printing systems from the printer list and also removes them from the automatic MPS client software monitoring.

The '**Export to file**' button starts download of a csv formatted file of the printer list.

In addition, you can use a csv file to import already known printer addresses. For doing that, click the '**Import**' button and enter the name and path of such a file into the name input field or search for it by using the browse file dialog.

The first part of the csv file name is the static term **dfm**. The second part, which is optionally, can be the source identifier (enclosed by square brackets), which the printer addresses will be assigned to.

Thus the format of the csv file name for a specific source identifier is:

`dfm [source identifier].csv`

Please watch the space between dfm and the opening square bracket.

A filename without a source identifier can be written with square brackets `dfm [].csv` or without `dfm.csv`.

Beside the mandatory column **Printer** the csv file can contain further columns:

`"Printer", "Source Identifier", "SNMP Port", "Snmp Version", "SNMP Community", "Snmp User name", "Snmp Context name"`

The **Printer** column will be used to specify the IP address or DNS name of the printers. A **Source Identifier** column is needed, if the csv file contains printers of multiple source identifiers. This column is not needed if the printers belong to a single source identifier. In this case, however, you have to specify the source identifier part in the name of csv file. It is not possible to import a csv file without source identifier part in its file name, that has no source identifier column in its file content.

By using the optional columns **SNMP Port**, **SNMP Version** and **SNMP Community**, **SNMP User name**, **SNMP Context name** you can define parameters that are required for SNMP communication with the printer. In case these columns are missing, default port number **161** using SNMP version v1 and the default community **public** will be used. With using SNMP version 3, the given SNMP User name has to reference a configured set of [SNMP v3 credentials](#).

In case the MPS client software is used with the **Global Printer Interface (GPI)** but without a Mercury Managed Print Services server, the following columns can be imported as well:

`"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"`

3.1 Continuous Paper & Labels

Within this list continuous paper and label formats can be assigned to printers which are supporting those print media.

 This configuration page is only available, if a license has been obtained, which includes the support of label printers.

After continuous paper or label rolls with a new format has been inserted into a printer the new format should be assigned to the printer here as soon as possible. This ensures that the calculation of used labels will be correct. Please also make sure that the printer is online while doing this.

Source Identifier

Chose the source identifier of the customer whose label printers you want to get listed here.

4 System

After a successful login, the main screen of the configuration GUI of the MPS client software is displayed.

Information about product version, software status information and copyright is listed here.

Within the menu tree on the left, the configuration options can be selected by clicking on the respective menu entry.

4.1 Search Printers

The TCP/IP address ranges for printer detection can be entered here. Two methods for automatic recognition of the network printing systems are available.

For recognition of the network printing systems, please enter the TCP/IP addresses or address ranges into the input fields of your preferred detection method. For accepting your configuration settings please click the *'Apply'* button.

Source Identifier

Chose the desired source identifier here for which you want to configure the following parameters. Please note that network ranges and IP addresses for printer detection of source identifiers must not overlap.

Schedule

Within this panel it can be specified which timeframes and time intervals should be used from the MPS client software for automatic search of new printing systems within the configured TCP/IP addresses or address ranges, and whether new recognized printing systems should be automatically monitored by the MPS client software.

By clicking the *'Search now'* button, an immediate search and detection process can be initiated.

SNMP v3 Credentials

Here you define user names for use with SNMP v3. A user name represents a set of parameters and passwords which can be used in several network ranges.

For authentication at the printer chose the appropriate *authentication protocol* and enter the password for it. Also chose the required *encryption protocol* and enter that password as well. This set of parameters is defined by the *user name*. Please be aware that communication with the printers will be working only if these parameters fit the settings at the printer.

Using the button 'Add' you may add several sets of credentials into the list of user names and select these when setting up a network range for printer detection.

Network Ranges

Here you define networks and network ranges, in which the MPS client will search for printers. A network is defined by its IP address and its subnet mask. Within a network, a finite number of host addresses exists. Example:

Host address: 192.168.178.100
 Network address: 192.178.178.0
 Subnet mask: 255.255.255.0

The address in the example above describes a class C network. The beginning part with 192.168.178 - built of 3 bytes - always remains constant, while the last byte addresses from 1 to 254 devices. Values 0 and 255 are reserved. The constant part is the network address, consisting of 3 bytes, that is 24 bit. This allows writing the network address using 2 different notations:

Network address: 192.168.178.0
 Subnet mask: 255.255.255.0

or using the CIDR notation (Classless Inter-Domain Routing) :

Network address: 192.168.178.0 / 24

More examples for CIDR notation and subnet masks:

CIDR	Subnet mask	Available host addresses
/8	255.0.0.0	max. 16.777.214
/12	255.240.0.0	max. 1.048.574
/16	255.255.0.0	max. 65.534
/20	255.255.240.0	max. 4094
/21	255.255.248.0	max. 2046
/22	255.255.252.0	max. 1022
/23	255.255.254.0	max. 510
/24	255.255.255.0	max. 254
/25	255.255.255.128	max. 126
/26	255.255.255.192	max. 62
/27	255.255.255.224	max. 30
/28	255.255.255.240	max. 14
/29	255.255.255.248	max. 6
/30	255.255.255.252	max. 2

Chose the scan method. A *broadcast* usually will only work if MPS Client and printers are residing in the same network. The broadcast has the advantage of sending out one data packet only to make

all devices answer. In case a network is attached via a router, it is most probable that this router will block broadcasts into this network. Then you have to use [Scan](#) method. This will address all possible host addresses explicitly. Answering a broadcast by devices is not guaranteed.

Using [Scan](#) method, the number of addressed devices might be reduced by restricting the search range. Therefore enter a [From IP address](#) and a [To IP address](#). The search then will only go through this restricted range of addresses.

Then enter the [network address](#) of the network. Your network administrator will give you the corresponding *subnet mask* or CIDR number. One of both will be sufficient to enter, the other one will be calculated automatically.

Searching sends an UDP package for printer identification and waits for a response of the potential printing system. Usually printers answer on SNMP queries made on [UDP port](#) 161. If you want to detect [SNMP Extenders](#) for local printers set the UDP port to 51950. The buttons '[Std.](#)' and '[Ext.](#)' will set the content of the UDP port edit field to the required value.

Chose the SNMP version to be used. With v1/v2 a [community](#) name is required. This usually is set to *public*, if not configured different at printer. You might have to change the name here to fit to printer configuration. With SNMP [v3](#) a [user name](#) and a [context name](#) is required. The user name references a set of credentials which are configured separately in panel [SNMP v3 credentials](#). SNMP v3 transfers data and authentication passwords encrypted. With option [v1/v2/v3](#), first a communication with the printer via v3 is tried, if that is not answered, v1/v2 will be used.

Using the button '[Add](#)' you may add several partial ranges of one network as also several complete networks.

Local EPSON printers via EpsonNet

The **EpsonNet Runtime** must be installed from the `"/AddOns/EpsonNet Runtime"` folder so that local Epson printers can be addressed. A process, `accLEPReader.exe`, is then started by the client service each time data is collected. This identifies all locally installed Windows printers and attempts to establish a connection via EpsonNet. Only Epson printers respond, but also those that are connected via network ports. These are filtered out.

The determined data is stored in an `EpsonNet.xml` file. When configuring the client, a [source identifier](#) must be selected to which the local printers are assigned. The devices from `EpsonNet.xml` are then added to the Device XML of this sender ID. This sender ID does not need to have any network printers.

The address of the local Epson printer is the port name, e.g. "USB001", etc.

4.2 Transfer Data

The information about printer meter readings, supply levels and printer error states, that has been gathered periodically from the MPS client software, is transferred to the MPS server. This menu screen allows the configuration of the time intervals, that should be used for data gathering and transfer to the MPS server, and also the configuration of the data transfer method.

Data Acquisition

The section 'Data Acquisition' allows the configuration of the time intervals that should be used from the MPS client software for querying the network printing systems. An immediate querying of the network printing systems can be initiated by clicking on the '[Acquire now](#)' button.

To encrypt the acquired data a password has to be configured.

The MPS client software offers optional support for docuFORM GPI (Global Printer Interface) systems. To activate this, please mark the appropriate checkbox. If the MPS client software should provide the acquired data to a GPI system exclusively and not send it to a MPS server, the option 'Enable data transfer to MPS Server' needs to be unchecked.

Data Transfer

The method of data transferring of the information, monitored from the network printing systems, to the MPS server can be specified within the 'Data Transfer' section of this configuration menu. The time frame and time interval for data transmission to the MPS server, and also the method, that should be used for it, and the necessary configuration items for the selected transmission method, can be entered here.

Depending on the security requirements of the respective customer, the transmission of the gathered printing system data can be done either via email transfer, XML-RPC or HTTP(S) connection. This requires, depending on the selected transmission method, either the specification of the MPS servers email address, or the specification of the host address of the MPS server. In case of HTTP(S) there must be an upload url specified. This url depends on the configuration of the used web server. Normally you will use <https://<hostname>> if you want a SSL crypted connection on port 443.

By choosing 'XML-RPC & Email' the data may be transferred by XML-RPC and in parallel to another server per e-mail.

The MPS server uses [source identifier names](#) to identify the respective client or customer.

Printer Messages

Within this configuration section, the user can decide, which printer messages should be monitored and which of them should be transmitted as soon as possible to the MPS server after they have been recognized by the MPS client software. In the **Selection** tab you can mark all messages which should be monitored and in the **Priority** tab you choose the messages which should be transferred independently from the transfer interval in a timely fashion. Printer messages that have not been selected here, are transmitted to the MPS server together with the frequent meter readings and toner levels.

To accept all configuration settings, please click on the 'Apply' button. Clicking on the 'Send data now' button initiates an immediate data transfer of all gathered data from the MPS client software to the MPS server. In case of misconfiguration outstanding mails can be deleted by clicking the 'Clear email queue' button.

4.3 Manage PMD Files

For gathering of the extended meter readings of print and MFC systems, like color prints counter, color copy counter, etc. the MPS client software uses so called 'private MIB definition' files (PMD). For each printing system or printing system family, such a PMD file has to be installed to collect the extended meter readings.

The MPS client software has been delivered and installed with a collection of 'private MIB definition' files. The assignment of the PMD files to the respective printing systems is done automatically from

the software. If updates or new PMD files are provided, those files can be integrated into the MPS client software here.

PMD File Update

There are different ways to update PMD files:

- With internet access the update can be performed in two steps. The first step is checking on the manufacturers web site for newer versions. In second step these available files for update are downloaded and installed. This whole process also can be done automatically. If there is a proxy server needed to connect to the internet, then you can activate proxy support inside the [network](#) settings.
- If an online update is not possible, e.g. due to a proxy connection, the compressed update files can also be downloaded from the manufacturers web site for manual installation as described subsequently.
- For a manual installation the PMD files have to be copied to a local storage medium. The file name with complete path of the newer PMD file or the archive file containing compressed PMD files has to be entered. Clicking the button 'Apply' then will install the updated PMD files.

PMD files with extended counter definitions

Depending on the MPS software installation, extended counters for specific printer models are available. In case these counters should not be retrieved for all printer models, a selection can be done here, to specify the desired models.

Printers without PMD Files

Printers which could not be assigned to any PMD files, are listed here. The TCP/IP addresses of these printers can be copied from here to other applications for further processing.

4.4 Source Identifiers

The MPS Client software can monitor printers from several organizationally separated areas. For this purpose, different source identifiers are created. Each source identifier is managed as a customer on the MPS Server. This means that several customers can be recorded and monitored by a single MPS Client.

Source Identifiers

Identifiers are used by the MPS server to identify the data transferred from the MPS Client software to the MPS Server. They are the criterion on which they are assigned to individual customers. In order to manage multiple source identifiers, a hosting license is required on the server side.



Please note that network ranges and IP addresses for printer detection are configured separately for each source identifier and must not overlap.

With the [identifier for local printers](#) you select one of the existing source identifiers to which the printers that are connected locally to the client PC are assigned. Local printers are read out via the respective interfaces of their manufacturers.

As local printers are supported so far:

- EPSON printer at USB, for this the EpsonNet Runtime has to be installed from the AddOns folder.

4.5 Network

Local IP address for printer announcement from server

This option appears for systems with multiple IP addresses. Select the address to be used by the server to announce printers.



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

MPS Web Server

Some features of the MPS client software, such as the software update process, need a communication with the MPS web server. For that specify the web server address of the server software using the format 'http://...' or 'https://...'. If using HTTPS, validation of the server certificate can be activated.



Special note for the software update process: If a http address without SSL is used for the update request, the download address returned by the server may still require an SSL connection. In this case, the 'Valid SSL certificate required' option is also used for the connection to the download server.

SMTP Mail Server

To be able to transmit all the gathered data to the MPS server via email, an email server has to be specified. The necessary configuration settings can be found within the 'Network' configuration menu.

- **Serveradresse and port number:** You need the DNS name of the outgoing mail server (e.g. smtp.example.com) or its TCP/IP address. The port number normally used is 25 for an unencrypted connection and 465 for an encrypted connection (SMTPS). Other ports can be used depending on the server and connection security. Please contact your provider for more information.
- **Security:** If the mail server supports the SSL encryption method, you can choose between the SSL/TLS and STARTTLS connection methods for initiating a secure connection. OAUTH2 is also available in conjunction with Microsoft Entra ID for mailboxes at outlook.office365.com.
- **E-mail username:** This is the name to be used for logging on to the e-mail server.
- **Kennwort:** This is the password that you selected or received when you created the email account. With OAUTH2 (Entra ID) connection security, this is not necessary as you have to log in interactively once.
- **Sender e-mail address:** This is the e-mail address that you selected or received when registering for the e-mail account. With connection security OAUTH2 (Entra ID), this is not applicable; the sender is always the owner of the mailbox.



OAUTH2 (Entra ID) must be used for mailboxes at outlook.office365.com. This authentication requires a one-time interactive login in advance. To do this, you must execute the "**Entra ID Authentication**" entry from the start menu on the system on which the MPS service is active. Alternatively, you can call the command line "accmailer entraid" from the program directory of

the MPS service.

A window will then appear with a device code, which you enter at

<https://microsoft.com/devicelogin>. Follow the instructions and log in with your Outlook account. Confirm the login to *docuFORM MPS Mailer*.



SMTP access is deactivated by default for mailboxes at outlook.office365.com. This must first be activated.

Please see <https://learn.microsoft.com/en-de/exchange/clients-and-mobile-in-exchange-online/authenticated-client-smtp-submission#enable-smtp-auth-for-specific-mailboxes>

Proxy configuration

If a proxy server is required to connect to the internet, you can activate this option here.

- **Server address and server port:** A proxy server needs a host name and a port number as a reachable address.
- **User name and password:** If the proxy server requires user authentication, you have to enter an user name and a password here.

4.6 Database

The information about meter readings, supply levels, error states, etc, that have been gathered from the printing systems, are temporarily stored within a local database until they have been transferred to the MPS server. The configuration settings like name of the database, user name and login password for accessing this local database are specified within the 'Database' configuration menu. Clicking on the '*Test Connection*' button initiates a test for accessing the specified database.

With the installation of the MPS client software, a local database for storing the gathered printing system information, is also installed. If this database should be used for the MPS client software, the pre-configured settings within this configuration dialogue must not be changed. These settings only have to be adjusted, in case another, already available local database of the customer should be used for the MPS client software.

4.7 Settings

Software Update

Automatic update of the client software can be activated here. By clicking on 'Check now' you can check, if a new version is available. In this case, the software will be downloaded and installed automatically.



Programmatically software updates are only available for MPS clients. Combined server / client installations do not support this feature.

System Password

Password for accessing the web based configuration GUI of the MPS client software.

To change the password, please enter the current password and afterwards twice the new desired password into the specified input fields and then click the 'Apply' button. The pre-configured

password for accessing the web based configuration GUI of the MPS client software is 'superadmin'.

System Events / E-mail receiver in case of forgotten password

In case of a forgotten password at the login screen, an e-mail with a temporary reset password can be sent to this address. In case of a combined server/client installation, this address is also the receiver for the system events, which can also be specified at the server webclient.

Automatic deletion of printers

Here you specify the number of days after which printers that can no longer be reached are deleted. This option is not active by default. To deactivate automatic deletion, leave the field empty or enter the value 0. With the values 1 to 365, printers that have been inaccessible for exactly the same number of days are deleted. However, the data for these printers that have been reported to the server up to this point is retained on the server.

CSV files

The field delimiter of csv files can be specified. If importing printers it can be specified, if printers, which are not contained in the csv file, will be removed from the printer list.

Clicking on the 'Apply' button accepts the configuration settings for the MPS client software.

5 Extensions

Depending on your license and the installed version of the Mercury Managed Print Services client software, extensions are listed in this section that enhance the functionality of the software. These extensions are not necessary for the regular operation of the software.

5.1 HP Smart Device Services

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. It will enhance service efficiency on those fleets and improve uptime on customers' devices.

In order to benefit from HP Smart Device Services, all contractual "HP Managed Devices" need to use HP Original supplies and need to be reported by the Mercury Managed Print Services Client Software to the HP monitoring software, the so-called connector.

First, enable the integration of HP Smart Device Services in the Mercury Managed Print Services client software by selecting the checkbox **Enable support for HP Smart Device Services**. After accepting the displayed license agreement, please follow the instructions for downloading and installing the HP connector software.

After successful installation, the HP Smart Device Services connector must still be registered before you can use it. To do this, click on the **Register** button. A connection to the Mercury Managed Print Services web server is required for the registration process. The necessary information to do that can be made in the [network](#) settings..

Once the HP Smart Device Services connector could be registered, the configuration page of the connector is displayed. As long as a green OK symbol is shown, the connector software is running and integrated into the Mercury Managed Print Services client software. From now on "HP Managed Devices" will be reported to the connector automatically. For that no further action is required on your part.

6 Logout

For leaving the web based configuration GUI of the client software, just click on the 'Logout' menu entry.

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