

Dell Printer Management  
Pack Suite Version 5.0 For  
Microsoft System Center  
Operations Manager And  
Microsoft System Center  
Essentials  
Version 5.0

## **Readme**





This readme provides information on the Dell Printer Management Pack Suite version 5.0, which you can import into Microsoft System Center Operations Manager (OpsMgr) 2007 R2, Microsoft System Center Essentials (SCE) 2010, Microsoft System Center 2012 Operations Manager (OpsMgr), and Microsoft System Center 2012 Operations Manager SP1 (OpsMgr).

NOTE: All references to OpsMgr in this readme are applicable to Microsoft System Center 2012 Operations Manager, Microsoft System Center Operations Manager 2007 R2, Microsoft System Center 2012 SP1 Operations Manager, and Microsoft System Center Essentials 2010, unless otherwise specified.

The Dell Printer Management Pack Suite version 5.0 enables the supported OpsMgr consoles to discover and monitor the status of Dell Printers, on a defined network segment. This improved representation, which includes the receipt of failure and pre-failure alerts, allows you to assess, respond to, and ensure the availability of Dell Printers monitored in the Microsoft System Center environment. In addition to improved availability, the management pack enhances the ability to monitor and manage the hardware in a single management solution.

## What's New

1. Support for latest printers.
2. Support for Microsoft System Center 2012 Operations Manager and Microsoft System Center 2012 SP1 Operations Manager.
3. Support for Microsoft Windows Server 2012 as management server operating system.

## Hardware and Software Requirements

List of operating systems supported on the management station:

System Center 2012 Operations Manager, see [technet.microsoft.com/en-us/library/jj656649.aspx](http://technet.microsoft.com/en-us/library/jj656649.aspx).

System Center 2012 SP1 Operations Manager, see [technet.microsoft.com/en-us/library/jj628210.aspx](http://technet.microsoft.com/en-us/library/jj628210.aspx).

System Center Operations Manager 2007 R2, see [technet.microsoft.com/en-us/library/bb309428.aspx](http://technet.microsoft.com/en-us/library/bb309428.aspx).

System Center Essentials 2010, see [technet.microsoft.com/en-us/library/bb422876.aspx](http://technet.microsoft.com/en-us/library/bb422876.aspx).

## Installation

For information on installing the Dell Printer Management Pack Suite version 5.0, see the Dell Printer Management Pack Suite Version 5.0 for Microsoft System Center Operations Manager and Microsoft System Center Essentials Installation Guide.

NOTE: The Installation Guide (DelIMPv50\_Printer\_IG.pdf) is available in the folder where you extracted the Dell Printer Management Pack Suite version 5.0.

## Prerequisites

This section provides information about the minimum requirements for installing and using the Dell Printer Management Pack Suite version 5.0 for OpsMgr 2007 R2, Microsoft System Center Essentials 2010, and OpsMgr 2012.

## Supported Dell Devices

### Mono Laser Printers

The supported mono laser printers are:

- Dell 1130n
- Dell 1135n
- Dell 1720dn
- Dell 2330dn
- Dell 2350d/dn
- Dell 2355dn
- Dell 3330dn

- Dell 3333dn
- Dell 3335dn
- Dell 5210n
- Dell 5230dn
- Dell 5310n
- Dell 5330dn
- Dell 5350dn
- Dell 5530dn
- Dell 5535dn
- Dell 7330dn
- Dell B1160w wireless
- Dell B1265dnf
- Dell B2360d/dn
- Dell B2365dnf
- Dell B3460dn
- Dell B3465 dn/dnf
- Dell B5460dn
- Dell B5465dnf
- Dell B1260dn

## **Color Laser Printers**

The supported color laser printers are:

- Dell 1320c
- Dell 1350cnw
- Dell 1355cn/cnw
- Dell 2130cn
- Dell 2150cn/cdn
- Dell 2155cn/cdn
- Dell 3110cn
- Dell 3130cn/cdn
- Dell 5130cdn
- Dell 7130cn/cdn
- Dell C1660W
- Dell C1760 cnw
- Dell C1765 cn/cnw
- Dell C3760dn
- Dell C3760n
- Dell C3765dnf

## **Mono Laser Multifunction Printer**

The supported mono laser multifunction printers are:

- Dell 2335dn
- Dell B1265dnf

## **Color Laser Multifunction Printer**

The supported color laser multifunction printers are:

- Dell 1235cn
- Dell 2135cn
- Dell 2145cn
- Dell 3115cn

## Upgrade

You can upgrade Dell Printer Management Pack Suite version 4.x to Dell Printer Management Pack Suite version 5.0.

NOTE: You cannot apply or import Dell Printer Management Pack Suite version 5.0 as an upgrade over Dell Management Pack version 3.x or any other versions prior to Dell Management Pack version 4.x.

## Uninstallation

For information on Un-installing the Dell Printer Management Pack Suite v5.0, see the Dell Printer Management Pack Suite Version 5.0 for Microsoft System Center Operations Manager and Microsoft System Center Essentials Installation Guide.

## Open Issues and Resolutions

**Issue 1:** Deleting printers from the Network device list does not remove the alerts generated for those printers.

**Description:** When you delete printers from the OpsMgr console, the alerts associated with these printers are not removed from the printer Alerts view. These alerts remain even if you reopen the OpsMgr console.

**Resolution:** Restart the OpsMgr console using the 'clearcache' option to clear these alerts.

**Versions Affected:** OpsMgr 2007 R2, System Center Essentials (SCE) 2010.

**Issue 2:** Attribute list shown in Diagram view for Printers is incomplete.

**Description:** Diagram view is not showing all attributes of any of the supported printers. In the diagram view, only nine attributes are shown while in state view of the same printer shows 24 attributes. This is OpsMgr's expected behavior. In the diagram view only the parent class (basic) attributes will be shown. The complete set of attributes can be seen in the state view.

**Resolution:** Switch to the State view to view the Printer properties.

**Versions Affected:** OpsMgr 2007 R2, System Center Essentials (SCE) 2010 ,OpsMgr 2012 and OpsMgr 2012 SP1.

**Issue 3:** Attribute values missing for attributes having multiple values.

**Description:** For Dell Printers that have more than one value of an attribute will show only the first value of the attribute in the Dell State/Diagram Views in OpsMgr.

**Resolution:** Switch to the State view to view the Printer properties.

**Versions Affected:** OpsMgr 2007 R2, System Center Essentials (SCE) 2010.

## Additional Information

- "Launch Printer Console Task" is available only in the OpsMgr console. The OpsMgr Web Console does not have this task.
- In the OpsMgr Web Console, the printer attributes is not seen as part of the tool tip.
- If the Printer Console launch displays a "Page cannot be displayed" error, ensure that there is network connectivity from the device, and the device is configured with a valid IP address.

- The Unit Monitor "Device Status Check" is disabled for all Dell printers in the Dell Printer Management Pack.

NOTE: A user can enable the "Device Status Check" Unit Monitor if required, by using overrides in a custom management pack.

# Global Support

For information on technical support, visit [www.dell.com/contactus](http://www.dell.com/contactus).

For information on documentation support, visit [support.dell.com/manuals](http://support.dell.com/manuals).

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