# Zebra® Link-OS™

## Printer Profile Manager Enterprise

User Guide

P1094865-003

**ZEBRA**

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# User Interface

Printer Profile Manager Enterprise (PPME) has several tools available on every page.

## The Navigation Bar

The Navigation Bar contains links to web pages and the help system, printer status boxes, and user settings. The Navigation bar includes:

- Tabs to each page:
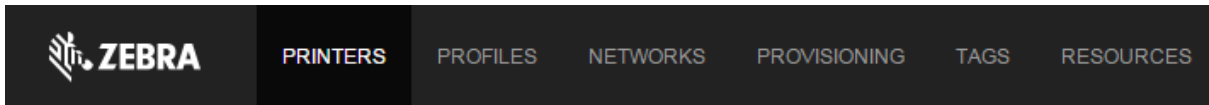


- Status boxes:
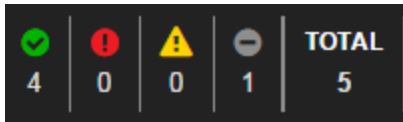


    Each colored box shows the number of printers in various states. Hover your cursor over the numbers to see a tooltip.

- Question mark icon  : Opens the help system.

- User menu  :
    Allows the administrator to change passwords; manage users; set up server configuration; set static IP addresses; view the System Log, License, and About screens; and Logout.
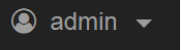
### At-a-Glance Printer Status

The colored boxes in the Navigation bar identify the status of the printers. From left to right:

- the green box shows the printers online.

- the red box shows those printers in an error state.

- the yellow box shows printers in a warning state.

- the gray box shows the number of printers offline.

- the white TOTAL box shows the total printers.

### User Menu

The User menu identifies the username at the far right of the Navigation bar.

Example •  shows that this username is assigned as an admin.

## Listing View

The Listing View contains a list of items that correspond with the tab.

Example • If you click on the Tags tab, you will go to the Tags Listing View showing a list of tags in PPME.

## Details Page

The Details Page shows the details and other associated information about a single item. Additional actions may be performed from each details page.

Example • If you click on a tag labeled "Shipping", you will go to the Shipping Tag details page which shows a description, creation date, its associated printers. You can delete this tag, and add and delete printers to/from this tag.

The Settings menu (on the secondary navigation bar for Printers and Profiles Details Pages) contains a drop-down menu for the following:

- Base Settings
- CPCL commands
- Tools
- Sensors
- Base Network
- Wireless (not available on the Profiles Details Page)
- Network Services
- Bluetooth
- Ports

# Printers View

The Printers View shows a list of the configured printers pointing to this server. On this page, you can manage all of your printers, and see the general overall "health" of the printers including things such as printer status, error conditions, activity, and printer identification. Additionally, you may filter, search or sort on the listed printers.

Listed below are the other actions available on this page.

- Discover Printers: discovers configured and available printers, filters discovery by subnet, and manually adds a printer to the server.
- Search: allows you to search for a specific printer by typing in the firmware version, model name (for example, ZT230), printer name, serial number, location, or IP address. You may use an asterisk (*) as a wildcard in the Search box.
- Sort By: sorts a list of printers.
- Apply and Remove a Filter: click an item (tag, status, models, etc.) to select a filter.

The following [⋮] **More** menu items will perform the action described below:

- Quick Tag: applies a tag to existing printer(s).
- Printer Listing Settings: controls the display of battery data and odometers in the Printer Listing Table View Settings.
- Export All Printer Data: exports all printer data as a CSV file.
- Remove Printers: removes the selected printer from the server.

## What can I do?

If you wish to change a printer setting, click on the specific printer to go to the Printer Details Page.

## Quick Tag

*From the Home page, to add and apply a tag to a printer:*

1. Click the [⋮] **More** menu, select **Quick Tag.**

   The Quick Tag dialog box opens.

2. To locate the tag, perform one of the following:

   a. Click the tag(s) to be applied to a printer

   b. Type the name in the tag search box, click the magnifying glass, and click the tag to select it.

3. To select the target printer, do ONE of the following:

    - If viewing the printers in the expanded view, click anywhere in the printer cell.

    - If viewing the printers in the compact view, click the checkbox to the left of the printer.

4. To apply the tag to a printer, click **Apply**.

*From the Home page, to apply a tag using a filter:*

1. Click the [  :  ] **More** menu, select **Quick Tag.**

    The Quick Tag dialog box opens.

2. Select the filter(s) or type the tag in the tag search box.

3. Click **Apply**.

> **Note •** Select All (and Deselect All) will only select/deselect the printers that qualify under the current filter, not all of the printers available to PPME.

Close the Quick Tag dialog box to cancel this operation without saving your changes.

## View a Printer and Its Information

The printer cell contains information such as firmware version, model name (for example, ZT230), printer name, serial number, location, tags, or IP Address.

There are two views available:

- [ ⊞ ] Expanded View: shows all of the same details defined above. The printer cell is larger and includes a picture of the printer.

- [ ☰ ] Compact View: the printer cell is smaller, and does not include a picture of the printer, firmware version, or model name.

*To view a Printer and its Information from the Printers Listing View:*

- Select the desired view by clicking on the view icons.

- The **Search** box allows you to search for a specific printer by typing in the firmware version, model name (for example, ZT230), printer name, serial number, location, or IP address. You may use an asterisk (*) as a wildcard in the Search box.

- Sort By: sorts a list of printers.

# Discover a Printer

Zebra printers support a discovery process that utilizes UDP datagram on port 4201. If you find that you can-not discover printers during this process, please ensure that the network is enabled for UDP traffic from the server to the printer. If you are unable to enable UDP, printers may be added manually from the server or may be connected by configuring settings on the printer directly.

*To discover a Printer from the Printers Listing View:*

1. Click **Discover Printers**.

   A list of Link-OS printers will be shown based on a network discovery.

2. If you wish to search for printers from the Add Printer(s) page:

   a. Enter a printer name, MAC address, or IP address in the **Search** box.

   b. Enter the specific subnet in the **Subnet** box.

   c. Click on **Available Printers** or **Already Configured** to display the list of associated printers.

*To discover printers on a specified subnet:*

1. From the Printers Listing View, click the dropdown menu icon for **Discover Printers**.

2. Select **Subnet Discovery**.

3. Enter the specific subnet in the **Subnet** box.

   Example • You may use wildcards and partial IP addresses as in 10.4.127*.

   A list of Link-OS printers will be shown based on a specific subnet discovery.

*To add a printer from the Discovered Printers:*

1. Select the printers that you wish to configure for Printer Profile Manager Enterprise.

   **Note •** You may only select printers that have not already been configured. Be sure you are displaying the **Available Printers**.

2. Click **Add Printer(s)** to add the printers.

   Click **Cancel** to discard changes, close the dialog box, and return to the Printers page.

   **Note •** If you cannot find your printer in the list of discovered printers, you may find it under the **Already Configured** tab. If the printer is already configured for two servers, you must manually add the printer.

*To manually add a printer:*

1. From the Printers Listing View, click the dropdown menu icon for **Add Printer Manually**.

2. Enter the DNS/IP address of the printer in the field.

3. Click **Apply** to manually add a printer.

   Click **Cancel** to discard changes, close the dialog box, and return to the Printers page.

## Troubleshooting

If the printer shows adding printer for more than 10 minutes (after adding the printer), please review the information below for troubleshooting tips.

**Note •** The Zebra Programming Guide Link-OS Addendum Document #P1058886-001 may contain more up-to-date information on the operation, functionality, and troubleshooting of WebLink.

The printer uses HTTPS in order to connect to the PPME server. Therefore, it does hostname verification when connecting to ensure that the certificate that is presented by the server matches the hostname/DNS name the printer is attempting to connect to. In order to make a successful connection to PPME, several things must to be true:

- The PPME server must be reachable from the printer's subnet (e.g., you can ping the PPME server from the printer's subnet).

- The port that printers use to connect to PPME (e.g., 8443) must be reachable from the printer's subnet (e.g., any firewalls or firewall rules that prevent access to the server port should be modified to allow access).

- The Fully Qualified Domain Name (FQDN) of the server (e.g., acme.internal.lan) must be in the DNS server that the printer is configured to use, so that it can be properly resolved.

- If the printer is assigned an IP address via a static method, the DNS server must be configured in the printer's settings.

- The server port that the printer connects to has a certificate associated with it. This certificate is added during the installation process (and is supplied by Zebra). Only Zebra-supplied certificates will be accepted by the printer.

- **Note •** If you encounter an issue connecting to one of your printers, check the printer's "Whitelist" settings. The PPME server should appear on your Whitelist so that your printer can connect. (To check or change the printer's whitelist settings, refer to the Zebra PrintSecure Administration Guide.

## Sort a List of Printers

*To sort a list of printers:*

1. Click on the **arrowhead** inside the **Sort by** box to display the sort orders.

2. Select the desired sort order.

# Apply and Remove a Filter

## Available Filters on the Printers Listing View

- Status: online, offline, adding printers

- Models: Zebra printer models

- Tags: tagged, not tagged

- Printhead Width

- Printer type

- Media type

- DPI (For browsers set to a Chinese language, DPI is displayed as DPM.)

*To apply/remove a filter:*

- To apply a filter, click on the name of the filter under **Filters** or **Related Tags** in the left pane.

  - The filter will move up to the **Selections** list at the top of the left pane.

- To remove a filter, click on the filter under **Selections** at the top of the left pane.

  - The filter will move down to the **Filters** or **Related Tags** list.

## Printer Details Page

The Printer Details page provides a greater level of control over your printer as well as greater detail on your printers. You may manage the files on the printers, configure printers settings, and perform other mechanical operations. The left pane contains a printer identification section with Name and Location fields that can be changed and a quick action section. The right pane contains the operation log, odometer, settings view, objects view, and tags.

**Note •** Actions performed on off-line printers are placed in a queue. The system will not provide any acknowledgment that the action is in queue.

### Best Practice

• It is recommended that you first upload the firmware to the server before sending it to your printers.

The **More** menu includes the following actions:

- Print Configuration: prints a configuration label on the selected printer. The completed operation will appear in the Operation Log.
- Calibrate Printer: performs a measured label length calibration.
- Update Firmware
- Create Profile
- Restore Printer Defaults
- Restore Network Defaults
- Printer Web Page
- Reset Network
- Reset Printer
- Force Reconnect
- Remove Printers

# Printers View

## Tabs on this page include:

- Operation Log
- Settings
- Objects
- Odometer
- Tags
- Weblink

## Operation Log

The Operation Log tracks all printer interactions with PPME. Some interactions contain multiple steps. Expand the top-level log entry to see the status of the individual steps.

- Clear Pending Operations clears all pending operations.

## View a Printer's Web Page

*To view a printer's Web Page from the Printer Details page:*

1. Click the ⋮ **More** menu.
2. From the dropdown menu, select **Printer Web Page**.
   The Printer Web page opens.

## Remove a Printer

*To remove a printer from Printer Details page:*

1. Click the ⋮ **More** menu.
2. From the dropdown menu, click **Remove Printer**.
3. A dialog box opens and asks you to confirm.
   Click **Remove** to confirm and remove the printer.
   Click **Cancel** to return to the Printer Details page.

> **Note •** Removing a printer will remove the settings that connect the printer to the PPME server and reset the printer.

## Create Profile

*To create a profile from the Printer Details page:*

1. Click the [image] **More** menu.

2. From the dropdown menu, select **Create Profile**.
   The Profile Name dialog opens.

3. Enter the profile name and click **Create** to create the profile.
   Click **Cancel** to exit without creating the profile and return to the Printer Details page.

## Operation Log

### What is an Operation Log?

The operation log tracks all operations sent to and received from a printer. These operations include settings retrieval, alerts, and other actions performed on the printer. Expand the top-level log entry to see the status of the individual steps. For printer actions, the log will indicate if the operation was completed.

## Settings

### What Settings are available?

Settings are grouped into the following general categories:

- **Base Settings**—for example: Printer Darkness, Media Type, and Print Width.
- **CPCL/ZPL commands**—printer command language configuration items
- **Tools**—assist with configuring various states of the printer.
- **Sensors**—configure sensors' specific values.
- **Base Network**—configures network addressing and the primary network of the printer.
- **Wireless**—configures wireless network, authentication, and encryption settings.
- **Network Services**—enables/disables network services and allows for service customization.
- **Bluetooth**—configures Bluetooth settings and security.
- **Ports**—configures physical ports on the printer.
- **Power**—configures physical ports on the printer. (Only appears on printers with a battery.)
- **RFID**—configures RFID on the printer.

*To configure (modify) the settings from the Printer Details page:*

1. Click **Settings**.

2. Select the specific setting category from the dropdown menu.

3. Click inside the setting cell.

> **Note •** Hover your mouse over the input field to display a tooltip with acceptable values. Radio buttons and dropdown menus do not display tooltips.

4. Modify the setting using any of the following:

   - Type the new number in the field.
   - Select the new setting from the field's dropdown list.
   - Click the radio button to select.

5. Click **Apply** to save the change to your printer.

> **Note •** Some settings require your printer to be reset to take effect. The **Apply and Reset Printer** link will appear if you change one of these settings.

   Click **Cancel** to revert to previous settings.

*To refresh the Settings View:*

The server will retrieve the printer settings when the printer connects. If the settings change after the initial connection, use Refresh Settings to retrieve the latest settings.

   - Click the **Refresh Settings** icon.

> **Note •** The Refresh button on your browser will <u>not</u> refresh the Settings. You must use the **Refresh Settings** icon.

> **Note •** The Operation Log will display the last time the settings were refreshed.

## Modify Settings

*To configure (modify) the settings from the Printer Details page:*

1. Click **Settings**.
2. From the dropdown menu, select the specific setting category.
3. Click inside the setting cell.
4. Hover your mouse over the field to display a tooltip with acceptable values.
5. Modify the setting using any of the following:

- Type the new number in the field.
- Select the new setting from the field's dropdown list.
- Click the radio button to select.

6. The Apply and Cancel buttons appear **after** you have modified a setting (in step 5 above). Click **Apply** to save the change to your printer.

Note • Some settings require your printer to be reset to take effect. The **Apply and Reset Printer** link will appear if you change one of these settings.

Click **Cancel** to revert to previous settings.

## Objects

### What are objects?

Objects are files that are stored on a printer's internal memory. These may include firmware, fonts, graphics, templates/formats, certificates, and other file types. Objects included in a profile will be stored in a printer's memory when the profile is applied.

Note • Objects differ from resources in that they are stored on the printer. Resources are stored on the server.

*To add an object from the Printer Landing Page:*

1. Click **Objects** tab on the secondary navigation bar.

2. Click **+Add Object**.
   The Select a Resource dialog will open.

3. To select a resource, do ONE of the following:

   - Select the resource from those listed in the dialog.

   - Enter the name of the resource in the search box.

   - Click **Browse** to select a file from your computer.

   - **Select All** to select all of the resources listed. (**Deselect All** will deselect all resources.)

4. Once you have selected a resource, click **Add File** to store the resource to the printer.
   Click **Cancel** to exit and return to the Objects tab.

   Note • Click the **Refresh Objects** button to see the updated objects for the selected printer.

## Odometer

### What is an Odometer?

The odometers track printer usage.

**Note •** The odometer page displays the printer's current odometer values. This page permits you to reset the user counts. These user counts may be used to monitor time since the last cleaning/maintenance operations or other usage needs.

The Odometer contains the following fields:

- **User Label Count**: this odometer tracks printer usage and may be reset by the user.
- **User Label Count 1**: this odometer tracks printer usage and may be reset by the user.
- **User Label Count 2**: this odometer tracks printer usage and may be reset by the user.
- **Total Label Count**: this odometer tracks printer usage and cannot be reset by the user.

These count fields correspond to the printer configuration label

*To reset the odometer:*

- Click the **Reset Odometer** icon at the far right of the cell for the specific label count field.

*To refresh the Odometers:*

The server will retrieve the printer odometer values. If the values change after the initial connection, use Refresh Odometers to retrieve the latest values.

- Click the **Refresh Odometers** icon.

## Tags

*To view the tag(s) associated with a specific printer:*

1. From the Printer Listing page, select the specific printer.
2. Click **Tags**.

Listed below are the other actions available on this page.

- **+Add Tag** will apply a tag to current printer.
- To remove a tag from the selected printer, click the X in the tag cell.

## Weblink

Weblink Info is used to debug connection issues between a specific printer and PPME. When troubleshooting those connection issues, you must select a printer in the offline or adding state.

Connectivity errors will be highlighted in red in the Weblink log.

*To view the Weblink Info from the Printer Details page:*

- Click **Weblink**.

    The Weblink Connection number is displayed along with the Location URL and the Proxy URL.

    The Weblink log displays below the Proxy URL for the specific printer, and the most recent events will appear first.

*To change the Weblink Connection:*

1. Click the down arrow at the far right of the **Weblink Connection** field.

2. Select the desired connection number.

    **Note •** The printer must be powered on to view the log.

Listed below are the other actions available on this page:

- **Download Weblink Info** will immediately download the Weblink log file to your computer.
- **Refresh** will retrieve the Weblink Info from the current printer and display the log.

# Batteries View

The Battery Monitoring and Printer Analytics are linked together. (You must have both settings enabled to view the Batteries (Beta) tab.) See Beta Features to enable Battery Monitoring and Analytics and Usage Settings to enable printer analytics. Once both are enabled, the Batteries (Beta) tab will appear in the Navigation Bar.

Recommended System Requirements for analytics = 1TB of storage.

The columns on the Batteries tab include:

**Current Charge**: Offline

**Health**: Good, Fair, Poor

**Serial Number**: Printer's serial number

**Battery Name**: If assigned

**Cycle Count**: Number of times the battery has been charged

**Manufacture Date**: Battery manufacture date

**Charge History**: Graph of the battery's charging history

# Profiles View

A profile is a snapshot of a printer's settings, objects, and firmware. If a particular printer has settings, objects, firmware, or any combination of the three, you can make a profile of that printer. You can then apply that profile to another printer to give that printer the same settings, objects, and firmware.

## What Settings are available?

A printer will assume the settings within a profile after it has been applied. Settings are grouped into the following general categories:

- **Base Settings**—for example: Printer Darkness, Media Type, and Print Width.
- **CPCL/ZPL commands**—for example: Media Top of Form
- **Tools**—for example: Media Action after Printhead Closed and Media Action after Power On.
- **Sensors**—for example: Selected Sensor and Media Sense Mode.
- **Base Network**—for example: Primary Network, DHCP, and Option 12.
- **Network Services**—for example: Automatic Mirror Update, FTP, and HTTP.
- **Bluetooth**—for example: Bluetooth Enabled, Bluetooth Name, and Security Pin.
- **Power**—for example: Enable Data Terminal Ready, Power Health, Power On Cycles, Power Serial Number, Cycle Count, Date First Used, and LED Blink Rate.
- **Ports**—for example: Serial Baud Rates, Communication Data Bits, and Communication Parity.
- **RFID**—for example: RFID Enabled, Read/Write Position, and Power Reads.

## What happens when you apply a profile?

After you apply a profile to a printer, the following operations take place (in order):

- If your profile has firmware included (and it is different than the current firmware on the printer), the firmware is updated on the printer. After the update, the printer is reset.
- All settings in the profile will be applied to the printer.
- The network configuration will be applied to the printer.
- Any objects in the profile will be saved to the printer.
- All commands in the profile will be sent to the printer.
- The printer will be reset to ensure that the settings will take effect.

Listed below are the other actions available on this page.

- The **Search** box allows you to search for a specific tag by typing in the name or description.
- Sort By will arrange the profiles based on your selection.
- +Create Profile will add a new profile to the system.

## What can I do?

If you wish to change a profile setting, click on the specific profile to go to the Profile Details Page.

## Create Profile

*To create a profile from a printer:*

1. Click **+Create Profile**.

   A list of your configured printers (online only) will be shown.

2. If you wish to filter the list, enter a printer name, IP address, serial number or printer description in the **Search** box.

3. Click on a printer.

   You may select from "Online" and "Not Ready" printers.

4. Click **Create** to create the profile(s).

   Click **Cancel** to close the dialog box and return to the Profiles page.

   A profile will be created reflecting that printer's settings and objects.

   **Note •** Creating profiles from Link-OS printers may take as long as 30 seconds.

## Sort a List of Profiles

*To sort a list of profiles:*

1. Click on the **arrowhead** inside the **Sort** box to display the sort orders.

2. Click on the desired sort order.

# Profile Details Page

A profile is a snapshot of a printer's settings, objects, and firmware. If a particular printer has settings, objects, firmware, or any combination of the three, you can make a profile of that printer. You can then apply that profile to another printer to give that printer the same settings, objects, and firmware.

A resource may <u>not</u> be deleted when it is associated with a provisioning event or a profile. Additionally, a profile may not be deleted, when it is associated with a provisioning event.

### Best Practice

- The Profile Details page provides a greater level of control over your profiles as well as greater detail on your profiles. You may manage the files in the profile, configure printer settings, and send commands with the profile. The left pane contains a profile identification section while the right pane contains the settings view, objects view, command section, and firmware section.
- Be sure to test your profile on 1-2 printers before distributing to your whole "fleet" of printers.

## Is Everything in my Printer Captured when Creating a Profile?

When creating a profile from a printer, the majority of printer settings and objects are captured, but not <u>all</u> printer settings are captured.  Sensitive settings and objects are generally <u>not</u> included in a profile, such as:

- wireless passwords
- weblink authentication information
- firmware
- font files, NRD files, text files, and CSV files stored to a profile

**Note** •  If sensitive objects or settings are needed in a profile, it is recommended that you first create your profile from an existing printer, and then modify the profile to include these settings and objects.

## Tabs on this page include:

- Settings
- Network Configurations
- Objects
- Commands
- Firmware

## Order of Operations

When applying a profile, the order of operations are as follows:

1. Firmware (Firmware downloads will trigger a printer reset.)

2. Settings, network configurations, and objects

3. Commands

4. Reset printer

## View Profile and Its Information

*View a profile listing and its information:*

The profile listing contains information such as name, creation date, and description. On the left of profile listing is an image of the corresponding printer.

The [ⁱ] **More** menu includes:

- Send to Printer
- Enable Settings
- Disable Settings
- Copy Profile
- Delete Profile

## Settings

## What Settings are available?

Settings are grouped into the following general categories:

- **Base Settings**—for example: Printer Darkness, Media Type, and Print Width.
- **CPCL/ZPL commands**—printer command language configuration items
- **Tools**—assist with configuring various states of the printer.
- **Sensors**—configure sensors' specific values.
- **Base Network**—configures network addressing and the primary network of the printer.
- **Network Services**—enables/disables network services and allows for service customization.
- **Bluetooth**—configures Bluetooth settings and security.
- **Power**—configures power savings mode and alerts.
- **Ports**—configures physical ports on the printer.
- **RFID**—configures RFID settings, if RFID is present.

*To configure (modify) the settings from the Profile Details page:*

1. Click **Settings**.

2. Select the specific setting category from the dropdown menu.

3. Click inside the setting cell.

> **Note •** Hover your mouse over the input field to display a tooltip with acceptable values. Radio buttons and dropdown menus do not display tooltips.

4. Modify the setting using any of the following:

   - Type the new number in the field.

   - Select the new setting from the field's dropdown list.

   - Click the radio button to select.

5. Click **Apply** to save the change to your profile.
   Click **Cancel** to revert to previous settings.

## Edit a Network Configuration

*To edit a network configuration from the Profile Details Page:*

1. Click on **Network Configurations**.

2. Click on the pencil icon (on the far right of the Network Configuration cell).
   The Create a Network Configuration dialog appears.

3. Set or change the fields as desired for the network.

4. Click **Next** or **Previous** to move through the wizard.

5. Enter the network configuration name and click **Finish** to save name and the network configuration.
   Click **Cancel** and confirm to exit without saving.

## Objects

Objects are stored on the printers. When you select a specific profile (associated with a printer), those objects will automatically appear.

*To view an object:*

1. From the Profiles Details Page, click on **Objects** (on the secondary navigation bar).
   The list of objects will appear as well as those objects that cannot be pulled back from the printer.

*To manually add an object to a profile:*

1. From the Profiles Details page, select **Objects**.

2. Click **+Add Object**.

3. Select the resource to add.

    **Note •** If the resource is not found, you will need to add it to your resources.

4. Click **Add File** to add the file and display it on the Profile Details page.
    Click **X** to close the dialog box and return to the Profile Details page.

## Commands

This page allows you to add ZPL commands to this profile.

**Note •** Inserting commands that reset the printer will trigger undefined states in the application.

*To add commands from the Profile Details Page:*

1. Click on **Commands**.

2. Enter the ZPL commands.

3. Click **Apply** to save the commands.
    Click **Cancel** to clear the command box.

## Add Firmware to a Profile

To keep all of your printers on the same version of firmware, the firmware file can be associated with the profile. Upon creation of the profile, if the system resources contain the same firmware file (as loaded on the printer), it will be automatically added to the profile.

*To manually add a firmware file to a profile:*

1. From the Profiles Details page, select **Firmware** (on the secondary menu).
    If there is already a firmware file associated with this profile, click the **X** to remove the file.

2. Click the **Click Here** link.

3. Select the firmware file to add.

    **Note •** If the firmware file is not found, you will need to add it to your resources.

4. Click **Add Firmware File** to add the file and display it on the Profile Details page.
    Click **Cancel** to exit without saving and return to the Profile Details page.

## Send a Profile to a Printer

*To send a profile to a printer from the Profile Details Page:*

1. Click the [icon] **More** menu.

2. From the dropdown menu, click **Send to Printers**.

3. Click on any of the printers that appear in the list.

   You may filter printers by name or tag.

   You may choose **Select All** or **Deselect All** printers in the list.

4. Click **Send** to send the profile.

   Click **X** to close the dialog box and return to the Profile Details page.

## Enable Settings

*To enable settings from the Profiles Details Page:*

1. Click the [icon] **More** menu.

2. From the dropdown menu, click **Enable Settings**.

   In the dialog box that opens, the change is confirmed.

## Disable Settings

*To disable settings from the Profiles Details Page:*

1. Click the [icon] **More** menu.

2. From the dropdown menu, click **Disable Settings**.

   In the dialog box that opens, the change is confirmed.

## Copy a Profile

*To copy a profile from the Profile Details Page:*

1. Click [icon], and select **Copy Profile**.

   The New Profile Name dialog appears.

2. Enter the new profile name and click **Create** to accept the new name.

   The copy of the profile will appear on the Profiles Listing View.

   Click **Cancel** to exit without saving.

## Delete a Profile

*To delete a profile from the Profile Details Page:*

1. Click the [ ⋮ ] **More** menu.

2. From the dropdown menu, click **Delete Profile**.

   In the dialog box that opens, you are asked **Do you really want to delete <profile name>?**

3. Click **Delete** to remove the profile.

   **Note •** If the profile is a part of a provisioning event, the profile cannot be deleted.

   Click **Cancel** to return to the Profile Details page.

## Add a Network Configuration to a Profile

*To add a network configuration to a profile from the Profiles Detail Page:*

1. Click **Network Configurations** from the secondary navigation bar.

2. If a list of network configurations is not shown, click on the **Click here** link.

3. Click on a network configuration.

   The network config is immediately added to the profile.

   **Note •** While there is no acknowledgment of the addition, the list collapses and will only display the selected configuration. (The pencil icon (to edit) and X icon (to remove) will appear on the right side of the network configuration cell.)

## Remove a Network Configuration from a Profile

*To remove a network configuration from a profile from the Profiles Detail Page:*

**Note •** You must select a profile that already has a network configuration.

1. Click **Network Configurations** from the secondary navigation bar.

2. Click the small **X** in the upper right corner of the config cell.

   **Note •** There is no acknowledgment of the action.

   The network config is removed from the list and returns to the Profiles Detail Page.

## Create a New Network Configuration from a Profile

*To add a network configuration to a profile from the Profiles Detail Page:*

1. Click **Network Configurations** from the secondary navigation bar.

2. If a list of network configurations is not shown, click on the **Click here** link. If a network configuration is associated with the selected profile, the current configuration must be deleted to create a new network configuration.

3. Click on **Create New Configuration**.

4. Select the desired type of network connection (wired, wireless, or both).

   **Note •** This wizard will dynamically change the fields that must be selected or filled in based on your connection type.

5. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen.)

6. Select the method of assigning IP addresses.

   **Note •** If configuring your printer for a static IP address, the DNS information on that page must be filled in for your printer to find the server and reconnect.

7. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen.)

8. Continue to fill-in the required details.

9. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen.)

10. Assign a network configuration name.

11. Click **Finish** to save the configuration and exit the network wizard.

12. Click **Send** to apply the network configuration to the printer (or tag).
    Click **Cancel** (and confirm) to exit without saving and return to the Networks Listing View.

# Networks View

Network configurations (configs) are types of connections to printers. There are two basic types: wired and wireless. Printer Profile Manager Enterprise permits one more configuration, which is a combination of both types of connections.

The Network View shows a list of network configurations pointing to this server. On this page, you can manage all of your configurations, and see the connection type, IP addressing method, security mode, and certificates. Additionally, you may filter, search or sort on the listed configurations.

**Note •** If you encounter an issue connecting to one of your printers, check the printer's "Whitelist" settings. The PPME server should appear on your Whitelist so that your printer can connect. (To check or change the printer's whitelist settings, refer to the Zebra PrintSecure Administration Guide.

## Certificates

Certificates are part of the wireless configuration process for certain wireless securities. If your security requires a certificate, you will be prompted to upload the certificate directly.

Supported certificate types:

**EAP-TLS, WPA/WPA2 EAP-TLS:**

- .CER, .CRT, .DER, .P12, .PFX, .PEM, .KEY, or .NRD

**EAP-FAST,WPA/WPA2 EAP-FAST:**

- .PAC

**EAP-TTLS, PEAP, WPA/WPA2 EAP-TTLS, WPA/WPA2 PEAP:**

- .CER, .CRT, .DER, .P12, .PFX, or .NRD

The network configuration wizard will convert the raw certificates into certificates that are compatible with the printer.

## What can I do?

If you wish to change a network setting, click on the specific network configuration to go to the Network Details Page.

Listed below are the other actions available on this page.

- +Create Config will add a new config to the system.

- The **Search** box allows you to search for a specific network config by typing in the name or description.

- **Sort By** will arrange the configs based on your selection.

## Create a Network Configuration

*To create a network configuration from the Networks Listing View:*

1. Click **+Create Config**.

2. Select the desired type of network connection (wired, wireless, or both).

   > **Note •** This wizard will dynamically change the fields that must be selected or filled in based on your connection type.

3. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen.)

4. Select the method of assigning IP addresses.

   > **Note •** If configuring your printer for a static IP address, the DNS information on that page must be filled in for your printer to find the server and reconnect.

5. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen.)

6. Continue to fill-in the required details.

7. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen.)

8. Assign a network configuration name.

9. Click **Finish** to save the configuration and exit the network wizard.

10. Click **Send** to apply the network configuration to the printer (or tag).
    Click **Cancel** (and confirm) to exit without saving and return to the Networks Listing View.

## Network Details Page

The Network Configuration item allows you to quickly create a network configuration that can be used across multiple profiles. This allows network admins to configure network connection settings with no knowledge on the individual printer settings.

> **Note •** The Network Configuration Page controls the base connection settings and certificates. The printer and profile detail pages permit additional network settings to be configured.

## Best Practice

- It is helpful to keep your network configurations isolated from your printers, profiles, and tags. This is because you may use the same network config with a given printer or its replacement (in the future). Additionally, once created, the network config may be associated with multiple printers, profiles, and tags rather than editing each of those items separately.

## View a network configuration listing and its information

The network configuration listing contains information such as name, connection type, and IP addresses assignment method.

- From the Network Listing View, click on a specific network configuration to go to the Network Details page.

## Tabs on this page include:

- Configuration: displays the current network configuration

The  More menu includes:

- Apply To Printers
- Edit
- Remove

## Apply To Printers

*To apply a network configuration to a printer from the Networks Details Page:*

1. Click the  **More** menu.

2. From the dropdown menu, select **Apply to Printers**.
   A list of printers (and tags) appear.

3. Select the printers (or tags) to which to send the network configuration.

   > **Note** • Uncheck the **"Reset Printer(s) after sending"** box if you do <u>not</u> want to reset the printer after sending the configuration.

4. Click **Send** to apply the network configuration to the printer (or tag).
   Click **Cancel** (and confirm) to return to the Networks Details Page.

## Edit a Network Configuration

*To edit a network configuration from the Network Details Page:*

1. Click the [:] **More** menu.

2. From the dropdown menu, select **Edit**.

   **Note** • This action will take you back through Network wizard to make your changes.

3. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen.)

4. Change the required details.

5. Click **Next** to move through any remaining screens, and click **Finish** to save your changes.
   Click **Cancel** (and confirm) to cancel your changes and exit the wizard.

## Remove a Network Configuration

*To remove a network Configuration from the Network Details Page:*

1. Click the [:] **More** menu.

2. From the dropdown menu, select **Remove.**

3. Click **Delete** to delete the network configuration.
   Click **Cancel** the deletion and to return to the Network Details page.

# Provisioning View

A provisioning item is a scheduled application of a profile or a resource used to update your printer settings, files, and behavior. They can be executed immediately, on the next reconnect of your printer, or on a customizable schedule.

Listed below are the other actions available on this page.

- The **Search** box allows you to search for a specific tag by typing in the name or description.
- **Sort By** will arrange the provisioning items based on your selection.
- +Create Item will add a provisioning item to the system.
- Suspend All will suspend all provisioning items.
- Resume All will resume all provisioning items.

## What can I do?

If you wish to change a provisioning item, click on the specific provisioning item to go to the Provisioning Details Page.

## Provisioning Details Page

You may edit, delete, or suspend your provisioning event on this page.

Additionally, view the Operations Log to see whether your events have started, are pending, or have been completed.

**Note •** When a provisioning item is resumed, it will begin to track the time or power ups as if it has been running all along. However, any events missed while suspended are not retroactively executed.

- A resource may not be deleted when it is associated with a provisioning event or a profile.

- The provisioning feature relies on the server's clock to ensure that provisioning events occur at the correct time. Therefore, the administrator should verify that the clock on the server is set to the correct time and time zone.

- If you are shortening or removing the operation log, do not use "On Power Up" provisioning events.
- For Provisioning events set to "On Power Up", do not apply more than one event to a printer.

## Tabs on this page include:

- Operation Log
- Profile/Resource: Each tab displays a list of items (profiles or resources)

- Tags: displays a list of tags

- Schedule: displays when the provisioning event will apply the profile to the printer or tag.

## Provisioning Types

- Power Up

- Scheduled

- Schedule Recurring

Each one allows you to link a profile or a single resource to one or more tags in the system. All three types behave the same in terms of application of the profile or resource, but they differ on when it is applied.

### Power Up Provisioning

Power Up Provisioning is a provisioning item that will apply a resource or a profile to a printer when it is reset or powered on. It will only apply the item being provisioned once per printer for that provisioning item.

### Scheduled Provisioning

Scheduled Provisioning items will execute at a certain time and apply the resource or profile to all the printers in the tag at that moment.

### Scheduled Recurring Provisioning

Scheduled Recurring Provisioning items are similar to Schedule Provisioning except that they will execute more than once, on some user-defined frequency.

## Create an Item

*To create a provisioning item from the Provisioning Page:*

1. Click **+Create Item.**
   The Create a Provisioning Item dialog opens.

2. Select a profile or a resource.

3. Click **Next**.
   The Tags dialog opens.

4. Select a tag.

5. Click on the desired **Selected Tags** radio button.

   **With any of these tags** filters the tags using OR logic.

   **With all of these tags** filters the tags using AND logic.

6. Click **Next**.

   The Configure when to apply the profile dialog opens.

7. Click **Next**.

   The Confirmation dialog opens.

8. From the dropdown menu, select when to apply the profile to the printers. Choose one of the following:

   - On Power Up

   - On a Schedule

   - On a Schedule (Repeating)

9. Click **Finish** and confirm.

   Click **Cancel** to return to the Provisioning Listing page.

   Click **Previous** to go back to the previous screen.

## Suspend All

*To suspend all provisioning events from the Provisioning Page:*

- Click **Suspend All.**

   **Note** • No acknowledgment appears.

## Resume All

*To resume all provisioning events from the Provisioning Page:*

- Click **Resume All.**

   **Note** • No acknowledgment appears.

## Delete Provisioning Item

*To delete a provisioning item from the Provisioning Details Page:*

1. Click the [⋮] **More** menu.

2. From the dropdown menu, click **Delete Provisioning Item.**

   The confirmation dialog appears.

3. Click **Yes** to confirm and delete the provisioning item.

   Click **Cancel** to return to the Provisioning Details page.

## Suspend Provisioning Item

*To suspend a provisioning item from the Provisioning Details Page:*

1. Click the  **More** menu.

2. From the dropdown menu, click **Suspend Provisioning Item.**

   The confirmation dialog appears.

## Resume Provisioning Item

*To resume a provisioning item from the Provisioning Details Page:*

1. Click the  **More** menu.

   **Note •** The **Resume Provisioning Item** will only appear when a suspended provisioning item is selected.

2. From the dropdown menu, click **Resume Provisioning Item.**

   The confirmation dialog appears.

# Tags View

This page shows all of the tags that exist in the system. Tags are a method of grouping your printers. The application uses tags to permit you to perform a single action on groups of printers rather than multiple actions on a series of individual printers. Selecting a tag will display the printers associated with the tag on a new page.

Listed below are the other actions available on this page.

- The **Search** box allows you to search for a specific tag by typing in the name or description.

- +Add Tag will add a new tag to the system.

**Note** • Tag names may not include the hash (#) or percent (%) characters.

The ⋮ **More** menu includes the following actions:

- Reorder by Name

- Reorder by Description

- Reorder by Creation Date

- Reorder by Number of Printers

**Note** • The new order affects the order shown for all users across the system.

## What can I do?

If you wish to change a tag, click on the specific tag to go to the Tag Details Page.

## Add a Tag

*From the Tags tab, to add a tag:*

1. Click **+Add Tag**.
   The Create Tag dialog box appears.

2. Enter a Tag Name (required) and a Tag Description (optional).

3. Click **Create** to create the tag.
   Click **Cancel** to close the dialog box and return to the Tags page.

## Tag Details Page

The tag cell contains the tag name, description, and a list of printers associated with that tag.

- Click on a tag.

**Best Practice**

You may want to group printers based on the function they perform within your business and based on geographic location. Groups allow you to apply universal settings to all of your printers tagged to a specific function (i.e., shipping department), and then control the timing of the update based on location (i.e., United Kingdom).

Potential attributes for tagging might include:

- function
- geographic location
- building location or floor
- network type
- year printer was purchased
- printer model
- printer options (cutter, rewind, peel, tear-off)

Simply create a tag and apply it to all the printers you wish to have associated with this tag. You may edit tags at any time, so it's easy to add or remove them from printers whenever you want.

### Tabs on this page include:

- Associated Printers: displays the number of printers, names of the printers, and tags.

Listed below are the other actions available on this page.

- The **Search** box allows you to search for a specific printer by typing in the name or description.
- **Select All** will select all of the printers shown.
- **Deselect All** will deselect all of the printers shown.
- Remove Printers will remove the tag from the selected printer, and remove the printer from the associated printers list.

**Note** • This action is only available when a printer is selected.

- +Add Printers will apply printers to the selected tag.

- Remove Tag (under the ⋮ **More** menu) will remove the tag, associated printers and provisioning events.

- Edit a Tag: You may type the tag name and description in the fields that appear below the tag icon.

## Apply a Printer to a Tag

*To apply a printer to a tag from the Tags tab:*

1. Click on a tag.

2. Click **+Add Printers**.

   The Apply Printers to Tag <name> dialog appears.

3. Click on the printer name to select it.

   **Note** • The printer names listed will be those printers that are <u>not</u> already associated with this tag.

4. Click **Apply** to save your printer and tag.

   Click **Cancel** (and confirm) to return to the selected tag and associated printers.

## Remove a Tag

Once a tag is removed from the system, the tag is no longer associated with any printers or provisioning items, and the provisioning event is paused.

*To remove a tag (in the system) from the Tags tab:*

1. Click on a tag.

2. Click the ⋮ **More** menu.

3. From the dropdown menu, select **Remove Tag**.

4. Click **Delete** to confirm and remove the tag.

   **Note** • If the tag is a part of a provisioning event, the tag cannot be deleted.

   Click **Cancel** to return to the specific Tag page.

## Edit a Tag

*To edit a tag from the Tags tab:*

1. Click on a tag.

2. In the left pane, edit the desired name and/or description.

3. Press **Enter** or click outside of the edit fields to apply your changes. (The field will appear with a yellow background for several seconds to acknowledge the change.)

## Remove Printers

*To remove printers from the Tags tab:*

1. Click on a tag to go to the Tag Details page.

2. Select the printer you wish to delete.

3. Click **Remove Printers**.

> **Note** • There is no confirmation or undo.

# Resources View

Resources are graphics, firmware, formats, security, other files or fonts that can be stored in the system, sent to a printer, or downloaded to your local computer. Uploaded resources will be available to all the users logged into Printer Profile Manager Enterprise.

*To view a resource and its information:*

The resource line item contains information such as name, upload date, description, and size.

- Click anywhere in the white area of the resource cell.

  **Note** • If you click on the resource name, a dithered version of the image is displayed.

The **Search** box allows you to search for a specific resource by typing in the name or description. You may use an asterisk (*) as a wildcard in the Search box.

Listed below are the other actions available on this page.

- The **Search** box allows you to search for a specific tag by typing in the name or description.
- **Sort By** will arrange the tags based on your selection.
- Add a Resource will allow you to add a resource from your computer.

## What can I do?

If you wish to change a resource, click on the specific resource to go to the Resource Details Page.

## Add a Resource

*To add a resource using the + Add Resource button from the Resources page:*

1. Click **+Add Resource**.
   The Open dialog box appears.
2. Click on a file (or several files) and press **Open**.

   **Note** • The maximum file size that may be uploaded is 200MB.

   Click **Cancel** to close the dialog box and return to the Resources page.

*To Drag and Drop a Resource:*

- Drag and drop a file (from your computer) inside of the dashed box on the Resources page.

# Sort a List of Resources

*To sort a list of resources:*

1. Click on the **arrowhead** inside the **Sort by** box to display the sort orders.

2. Select the desired sort order.

# Resource Details Page

Let's you apply actions to a resource depending on the resource type.

- A resource may <u>not</u> be deleted when it is associated with a provisioning event or a profile.

## Resource Types:

- FIRMWARE
- FONT
- GRAPHIC

> **Note •** All image files are converted to .png files.

- FORMAT
- SECURITY
- OTHER
- TEXT
- CERTIFICATE
- KEY

## Available Actions for Specific Resources

- Send Resource: send the resource content byte for byte to a printer
    - FORMAT
    - FIRMWARE
- Store Resource: store the resource to a printer
    - FONT
    - GRAPHIC
    - TEXT
    - CERTIFICATE
    - KEY

- Download Original: download originally uploaded resource

    - All types

- Download Dithered: view the dithered image

    - GRAPHIC

- Download Prepared: download ZPL command to store the resource

    - All types

- Delete Resource: delete the resource from database

    - All types

## Edit a Resource

*To edit a resource from the Resources Details Page:*

1. In the left pane, edit the desired name and/or description.

2. Enter the desired name and description.

3. Press **Enter** or click anywhere outside of the field to apply your changes.

## Send a Resource

*To send a resource to a printer from the Printer Listing Page:*

1. Select the printer(s) by clicking the checkbox beside the printer name or using the **Select All** or **Deselect All** buttons.

    > **Note •** If the printer is in an error state, the file will be placed in queue. Some files will not be processed until the error is cleared. The system will not provide any acknowledgment that the action is in queue.

2. Click **Send** to send the resource to the selected printer(s).

3. Click **X** to close the dialog box and return to the Resources Details page.

## Store a Resource

*To store a resource to a printer from the Printer Listing Page:*

1. Select the printer(s) by clicking the checkbox beside the printer name or using the **Select All** or **Deselect All** buttons.
   From the Search box, you may filter printers by IP address, serial number, model, or location.

2. Click **Store** to store the resource in the selected printer(s) or tag(s).

> **Note** • If the printer is in an error state, the file will be placed in queue. Some files will not be processed until the error is cleared. The system will not provide any acknowledgment that the action is in queue.

Click **X** to close the dialog box and return to the Resources Details page.

> **Note** • Graphic types, when stored to the printer, will be converted to PNG file or saved as a GRF file. (A GRF file is not converted, simply saved as the same file type.)

## Delete a Resource

*To delete a resource from the Resources Details Page:*

1. Click anywhere in the resource cell.

> **Note** • Clicking on the name of the resource file will display a dithered preview. Clicking anywhere (not on the name of the file) will display the original file alongside of a dithered file.

2. Click the [⋮] **More** menu.
3. From the dropdown menu, select **Delete Resource**.
4. Click **Delete** to confirm and remove the resource file.

> **Note** • If the resource is a part of a profile or provisioning event, the resource cannot be deleted.

Click **Cancel** to remain on the Resource Details page.

## Apply and Remove a Filter

*To apply/remove a filter:*

- All items listed under "Selected" are initially selected.
- To remove a filter, click on the name under **Selections** at the top of the left pane.
    - The filter will move down to the **File Type** list in the left pane.
- To reapply a filter, click on the name of the filter in the **File Type** list.
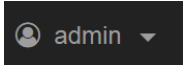    - The filter will move up to the **Selections** list.

## Available Filters on the Resources View

- Firmware
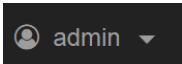- Fonts

- Graphics
- Formats
- Security
- Other

# User Menu

This page (accessed from [ admin ▼ ]) allows the administrator to change password, manage users, configure Weblink, SSL, SMTP settings, and set the Operations Log retention period.

Listed below are the other actions available in this menu.

- [Change Password](#)
- [Manage Users View](#)
- [Configuration](#)
- [Static IP Addresses](#)
- [System Log](#)
- [License](#)
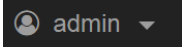- [About](#)
- Logout

## Change Password

*To change the password from the User menu:*

1. Click **User** menu [ admin ▼ ].

2. From the dropdown menu, select **Change Password**.
   The Change Password dialog box appears.

3. Enter the current password, new password, and new password a second time.

4. Press **Change Password** to accept the change.
   Press **Cancel** to exit.

## Manage Users View

This page allows the administrator to view users, invite users, and configure directories.

*To manage users and directories from the User menu:*

1. Click **User** menu [ admin ▼ ].

2. From the dropdown menu, select **Manage Users**.
   The users are listed.

Listed below are the other actions available on this page.

- +Invite Users will permit you to send an invite to new users and assign a user role.

- +Configure Directories will add a new tag to the LDAP User directory.

## What can I do?

If you wish to change a user setting, click on the specific user to go to the User Details Page.

## Configure LDAP Directories

This page allows the administrator to configure LDAP directories.



### Best Practice

- If no groups have been configured for the management of the server, create a new directory with no group selection and set the defaults permission level to user. When a new user logs into the system, they will be automatically added to the list of users. The admin can now select the user and set the appropriate permissions level.

- Another option is to create an active directory group for each permission level and add users to that group via the active directory system. Permission levels can still be individually adjusted (by an admin) after a user logs in.

**Note** • If your LDAP server is configured for anonymous login, leave the password field blank.

### Server Settings

- Name: Enter a meaningful name to help you identify the LDAP directory server.

- Hostname: The host name of your directory server.

- Port: The port on which your directory server is listening.

- Use SSL: Check this box if the connection to the directory server is an SSL (Secure Sockets Layer) connection. Note that you will need to configure an SSL certificate in order to use this setting.

- Username: The distinguished name of the user that the application will use when connecting to the directory server.

- Password: The password of the user specified above.

- CA Certificate: The certificate authority is added here. Click **+Add CA Certificate** to browse for your file.

**LDAP Schema Settings**

- Base DN: The root distinguished name (DN) to use when running queries against the directory server.

- Additional User DN: This value is used in addition to the base DN when searching and loading users. If no value is supplied, the subtree search will start from the base DN.

- Additional Group DN: This value is used in addition to the base DN when searching and loading groups. If no value is supplied, the subtree search will start from the base DN.
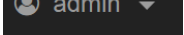
**User Schema Settings**

- User Name Attribute: The attribute field to use when loading the username.

- User Full Name Attribute: The attribute field to use when loading the user's full name.

- User Email Attribute: The attribute field to use when loading the user's email address.

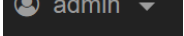**Printer Profile Manager Enterprise Settings**

- Default User Role: The role assigned to new users by default. Possible options include: User, Technician, or Administrator.

*To configure LDAP directories:*

1. Click **User** menu admin .

2. From the dropdown menu, select **Manage Users**.

3. Select **Configure Directories**.

4. Click **Add Directory**.

   The Configure LDAP User Directory dialog appears.

5. Fill in the required fields to connect to your system. Refer to the settings (above) for descriptions of the fields.

6. Click **Save and Test**.

   Or, click **Cancel** to return to the Configure Directories page.


## Invite Users

*To invite users from the User Listing page:*

1. Click **User** menu admin .

2. From the dropdown menu, select **Manage Users**.

3. Click **+Invite Users**.
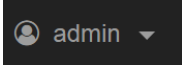
   The Invite Users dialog box appears.

4. Fill-in the Username, Full Name, and E-mail Address.

5. From the **User Role** dropdown box, select the account role (Administrator, Technician, User).

6. Click **Send Invites** to invite the user.

   Or, click **+ Add Another** to invite another user.

   **Note •** The SMTP server must be configured in order to send out invites.

## User Details Page

The administrator has access to additional controls and functions to add and delete users, roles, passwords, licenses, and IP addresses.

*To navigate to the User Details page:*

1. Click **User** menu [⊙ admin ▼].

2. From the dropdown menu, select **Manage Users**.

3. Select a single user and click anywhere in the cell.
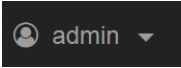   The User Details Page appears.

Listed below are the other actions available in this menu.

- Change User Role
- Invalidate Active Sessions
- Change User Email (local users only)
- Reset Password (local users only)
- Deactivate User (local users only)
- Activate User (only appears when a deactivated user is selected)
- Resend Invite will permit you to send an invite to a deactivated user. (only appears when user has not accepted an invitation)
- Remove User will allow user to be removed from the system (only appears when user has not accepted an invitation).

## Change User Role

This page allows the administrator to change the user's role from the User Details Page.
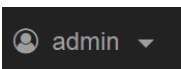
*To change the user role:*

1. Click **User** menu  .

2. From the dropdown menu, select **Manage Users**.

3. From the  **More** menu, click **Change User Role**.

   The New Role dialog appears.

4. From the **User Role** dropdown menu, select the new role.

5. Click **Accept**.

   Or, click **Cancel** to return to the User page.

## Invalidate Active Sessions

This allows the administrator to close out all of the active browser sessions for a specified user. If the user is logged into multiple machines, this command will close all sessions regardless of machine, browser, location.
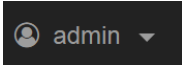
*To invalidate active sessions:*

1. Click **User** menu  .

2. From the dropdown menu, select **Manage Users**.

3. Select user to invalidate.

4. Click the  **More** menu.

5. Click **Invalidate Active Sessions**.

   The Invalidate Sessions dialog appears.

6. Click **Confirm**.

   Or, click **Cancel** to return to the User Details page.

## Change User Email

This page allows the administrator to change a user's email address from the User Details Page.

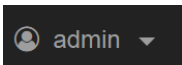**Note** • The user's old email address will receive an email from the administrator notifying him of the change.

*To change the user email:*

1. Click **User** menu [admin ▾].

2. From the dropdown menu, select **Manage Users**.

3. Select the user (that you want to change the email).

4. From the [⋮] **More** menu, click **Change User Email**.
   The New Email Address dialog appears.

5. Fill in the new email address.

6. Click **Accept**.
   Or, click **Cancel** to return to the User Details page.

## Resend Invitation

The Resend Invitation option only appears if a user has not accepted an invitation.

*To invite users from the Users Details page:*

1. Click **User** menu [admin ▾].

2. From the dropdown menu, select **Manage Users**.

3. Select the desired user.

4. From the dropdown menu, select **Resend Invitation**.

   **Note** • The SMTP server must be configured in order to send out invites.

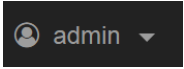   The Operation Log (upon refresh) will display the status of the resent invitation.

## Reset Password

This page allows the administrator to reset the user's password from the User Details Page.

**Note** • The user will receive an email from the administrator with a link to change his password.

*To reset the user password from the User Details Page:*

1. Click **User** menu ▢admin ▾ .

2. From the dropdown menu, select **Manage Users**.

3. Select a single user and click anywhere in the cell.

   The User Details Page appears.

4. From the ⋮ **More** menu, click **Reset Password**.
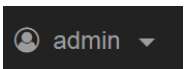
   The Reset password dialog appears.

   > **Note** • Resetting the password will also invalidate all active sessions

5. Click **Reset Password**.

   Or, click **Cancel** to return to the User Details page.

## Deactivate User

This allows the administrator to disable Local users from the User Details Page.

*To deactivate a user:*

1. Click **User** menu ▢admin ▾ .

2. From the dropdown menu, select **Manage Users**.

3. Select user to deactivate.

4. Click the ⋮ **More** menu.

5. Select **Deactivate User**.

   The Deactivate User dialog appears.

6. Click **Deactivate** to disable the selected user.

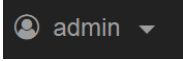   Or, click **Cancel** to return to the User Details page.

## Activate User

This allows the administrator to reinstate the user.

**Note** • This action is only available for users that have been deactivated.

*To activate a user:*

1.  Click **User** menu ![admin ▾] .

2.  From the dropdown menu, select **Manage Users**.

3.  Select user to be activated.

4.  From the ![⋮] **More** menu, select **Activate User**.
    The Activate User dialog appears.

5.  Click **Activate** to reinstate the selected user.

    > **Note •** The user will receive an email from the administrator with a link to change his password and be reactivated.
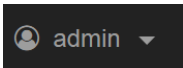
    Or, click **Cancel** to return to the User Details page.

## Configuration

This page allows the administrator to configure Weblink settings for printers, SSL settings, SMTP settings, and the Operation Log retention policy.

**Note •** If the server SSL certificate is upgraded to a SHA-256 based certificate, the printer firmware must be Vxx.20.1Z or newer.

*To configure settings from the User menu:*

1.  Click **User** menu ![admin ▾] .

2.  From the dropdown menu, select **Configuration**.
    The Configuration dialog page appears.

3.  Fill in all of the desired fields.

4.  Click **Save** in each of the sections to keep your settings.
    Or, click **Cancel**.

## What can I do?

Listed below are the other actions available on this page.

-   Analytics and Usage Settings will enable or disable the gathering and sharing of PPME application and printer analytics with Zebra.

-   Beta Features will enable or disable Battery Monitoring. The Give Feedback button allows you to provide feedback and send an email to Zebra.

## Analytics and Usage Settings

PPME allows application and printer analytics to be collected. This data gathering may be enabled or disabled.

## Application Analytics

Application Analytics are application event and settings data, which are gathered and shared with Zebra, on your use of the PPME application. This information helps Zebra improve the PPME application.

Application Analytics are enabled by default.

Application Analytics collected include:

- PPME Version and Build Number
- Operating system
- RAM
- CPU
- Geographic location of server (country)
- Number of application starts
- Application analytics status (enabled/disabled)
- Application Feature Usage (only tracks if the feature is being used; no values or settings collected)
    - Tags
    - Tag ranking
    - Profiles
    - Provisioning
    - Resources
    - Network configuration
    - Printer analytics status (enabled/disabled)
    - Battery Management
    - Odometer columns display
    - LDAP
    - System logs
    - Help system
    - Printer Discovery
    - Export CSV Printer Data
    - Weblink Information (sent to printer)

- Total count of Download Troubleshooting Information

You must manually disable the analytics, if you do not wish to share them.

See To change the Analytics and Usage Settings to opt out of the Application Analytics.

## Printer Analytics

Printer analytics are printer event and settings data, which are gathered and shared with Zebra, on your printer usage. Sharing printer event and settings data with Zebra may help improve future printer design.

The information gathered is the same information that can be retrieved using the allconfig command. The syntax for the allconfig command: {}{"allconfig":null}. The allconfig report provides the current printer settings. (See the Programming Guide for additional details about the command.)

**Note** • To enable Battery Monitoring under Beta Features, you must first enable Printer Analytics.
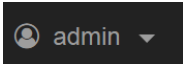
Recommended System Requirements for printer analytics = 1 TB of storage.

Printer Analytics are disabled by default.

You must manually enable the analytics, if you wish to share them.

See To change the Analytics and Usage Settings to opt in to the printer analytics.

*To change the Analytics and Usage Settings*

1. Click **User** menu ![admin ▼] .

2. From the dropdown menu, select **Configuration**.
   The Configuration dialog page appears.

3. Scroll down to **Analytics and Usage Settings**.

4. Click on the desired radio button to enable or disable the appropriate analytics.

5. Click **Save** to keep your settings.
   Or, click **Cancel**.
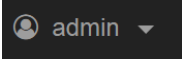
## Beta Features

Beta Features test new, experimental functionality. PPME version 2.1 provides the ability to monitor your printer's battery.

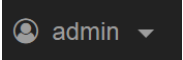Recommended System Requirements for analytics = 1 TB of storage.

**Note** • To enable Battery Monitoring under Beta Features, you must first enable Printer Analytics. See Analytics and Usage Settings to change the Printer Analytics setting.

*To see the battery monitoring tab and statistics:*

1. Click **User** menu     .

2. From the dropdown menu, select **Configuration**.
   The Configuration dialog page appears.

3. Scroll down to Beta Features.

4. Click on the desired radio button to enable or disable the Battery Monitoring.

5. Click **Save**  to keep your settings.
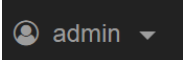   Or, click **Cancel**.

*To provide feedback:*

1. Click **User** menu     .

2. From the dropdown menu, select **Configuration**.
   The Configuration dialog page appears.

3. Scroll down to **Beta Features**.

4. Click **Give Feedback**     to open an email to Zebra.

5. Answer the questions provided and press **Send**.

## Static IP Addresses

When using Static IP addresses in your network configurations, the printers must have a pre-defined IP address.

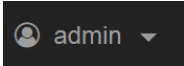*To assign, view, and delete static IP addresses:*

1. Click **User** menu     .

2. From the dropdown menu, select **Static IP Addresses**.
   The Assign Static IP Addresses to Printers dialog opens.

3. Enter a static IP address for a printer or search for the printer.

4. Press **Enter** to assign the IP address to the printer.
   Click the trash can to clear the IP address field.

It is a table of IP addresses. If you apply a network configuration with static addressing, it will look here to see if the current printer is in the table and will use the IP address it is assigned to when configuring.

## System Log

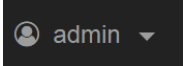This page allows the administrator to view the system log.

*To view the system log:*

1. Click **User** menu <span>admin ▼</span>.

2. From the dropdown menu, select **System Log**.
   The system operation log is listed.

### Clear Pending Operations

This link will clear all pending operations on the system log.

*To clear pending operations:*

1. Click **User** menu <span>admin ▼</span>.

2. From the dropdown menu, select **System Log**.

3. Click Clear Pending Operations link.

## License

This page allows the administrator to set up, change, and move the license, and view its status.

### Standard Configuration

The standard PPME license currently has the following limits:

- License check interval: 24 hours

- Maximum printer count: Dependent on license purchased

**Note** • You may add more printers than the license count limit, however, only the number of printers specified by your license (maximum printer count) can connect at a time.

For perpetual licenses (those that never expire), your login screen will read, "N/A" rather than the standard line, "License expires in N days".

### Best Practice

- It is recommended that the PPME server should not have any other licensed software installed on it. Specifically, this license should be the only Nalpeiron license installed.
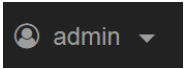
## Setup

For the PPME licensing system to work, the server must have outgoing ports 80 and 443 open to the Internet, and must be able to reach my.nalpeiron.com and zebra.com.

**Note •** If the server is unable to access the above web site, the server will revert to an unlicensed status.
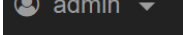
*To Enter a New License Code:*

If a customer wants to enter a new license code before it expires for whatever reason, this can be done from the main license page.

1. Click **User** menu [admin ▾].

2. From the dropdown menu, select **License**.

3. Locate the License Code field with the lock icon.

4. Click the lock icon to allow editing, and enter the new code there.

5. Click the lock icon once again to save and activate the new license code.

### Viewing a License

All relevant license information can be viewed on the main license page, which can be accessed from the **User** menu.

1. Click **User** menu [admin ▾].

2. From the dropdown menu, select **License**.

### Effects of License Limits

**License Check Interval** - If the licensing server is not contacted within the license check interval, the license will be considered expired. This means PPME will continue to require access to the my.nalpeiron.com even after installation.

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**Printer Count** - When the maximum printer count is reached, further connection attempts from printers will be denied. All PPME admins will receive an e-mail notification.

**License Period** - Upon license expiration, the following will occur:

- All user sessions will be closed (users will be logged out).
- All provisioning items will be suspended.
- All pending user invites will be reset. (Admin may resend new invitations.)
- Admins will receive a notification e-mail.

**Note** • If your license expires, you must activate a new one. Don't forget to **Resume All** provisioning items.

*To Move an Installation of PPME:*

If a customer is moving an installation of PPME to a new server, they may want to reuse the same license code.

1. Navigate to the main licensing page from the **User** menu [⊙ admin ▾].

2. Choose **Release** (beside **License Code**) and confirm.
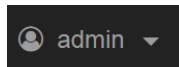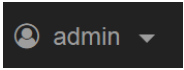
   Caution: This will log the user out of the application and make it unusable until a valid license is entered.

   The license code will be returned to the server and allow it to be used on another server without going over the activation limit.

# About

The page contains an About section displaying the Link-OS Printer Profile Manager Enterprise version, the date and time of when the server was started, Zebra copyright, and links to zebra.com as well as the associated Open Source Usage legal notice.

*To view the About page:*

1. Click **User** menu ⬛ admin ▾ .

2. From the dropdown menu, select **About**.

   The About dialog opens to show the current PPME version, and provides a link to the Open Source Usage.

GLOSSARY

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A

application analytics
>  printer event and settings data, which are gathered and shared with Zebra, on your use of the PPME application. This information helps Zebra improve the PPME application. Application Analytics are enabled by default.

authentication server name
>  field used to set up proxy credentials

B

battery monitoring
>  a beta feature, which checks the status and health of your printer's battery

beta features
>  Beta Features test new, experimental functionality. For this release, PPME provides the ability to monitor your printer's battery.

C

configuration page
>  allows you to configure how Printer Profile Manager Enterprise communicates with printers

D

DNS name
>  fully-qualified network name of the server hosting PPME

L

LDAP
>  means Lightweight Direct Access Protocol. Used in Single Sign-On systems to control access to files, and printers in a network.

license management
>  the act of adding, controlling the licenses for the PPME

## N

**network configuration**
    a user defined group of configuration settings for the printer's networking connectivity

## O

**object**
    Objects are files that are stored on a printer's internal memory. These may include firmware, fonts, graphics, templates/formats, certificates, and other file types. Objects included in a profile will be stored in a printer's memory when the profile is applied. Objects differ from resources in that they are stored on the printer. Resources are stored on the server.

**operation log**
    displays any activity performed on a printer and identifies errors and warnings

## P

**password**
    field used to set up proxy credentials

**PPME**
    abbreviation for Printer Profile Manager Enterprise

**printer analytics**
    printer event and settings data, which are gathered and shared with Zebra, on your printer usage information. Printer Analytics are disabled by default.

**profile**
    a snapshot of a printer's settings, objects, and firmware

**profile listing view**
    contains information such as name, create date, and description with an image of the printer

**provisioning**
    the system in Printer Profile Manager Enterprise that controls the distribution of Profiles to printers on a user defined schedule

**proxy**
    the URL of any required proxy server

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**R**

resources
 any file, such as graphics, firmware or fonts, stored on the server

**S**

servlet path
 the path of the Zebra servlet without the host name

system log
 contains events that are logged by the operating system. System log files may contain information about printer changes, system changes, events, operations, and more.

**T**

tags
 a custom label used to identify and group your devices

**U**

user
 A user can be set up as an admin, technician, or user role. Each role has specific functions and permissions within PPME.

user name
 field used to set up proxy credentials

**W**

WebLink settings
 sent to a Link-OS printer when configuring it for use with PPME

whole URL
 the computed URL to which printers establish a WebLink connection

WLAN certificate management
 adding a WLAN certificate to a network configuration for later distribution to a printer