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DELL(TM) PRINTER MANAGEMENT PACK 4.0 FOR MICROSOFT(R)  
SYSTEM CENTER OPERATIONS MANAGER 2007 and MICROSOFT(R)  
SYSTEM CENTER ESSENTIALS 2007 - README

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Version 4.0  
Release Date: November 2009

This readme provides information on the Dell(TM) Printer Management Pack version 4.0, which can be imported into Microsoft(R) System Center Operations Manager (SCOM) 2007 SP1/R2 and System Center Essentials (SCE) 2007 SP1. All references to Operations Manager are also applicable to System Center Essentials.

This readme contains updated information for your "Dell™ Printer Management Pack Version 4.0 For Microsoft® System Center Operations Manager 2007 and System Center Essentials 2007 User's Guide" and any other technical documentation included with the Dell Management Pack for Operations Manager.

NOTE: You cannot apply Dell Printer Management Pack 4.0 as an upgrade over Dell Management Pack 3.x or any other previous versions of Dell Management Pack. Importing the Dell Printer Management Pack v4.0 over the Dell Management Packs v3.x is not a supported configuration.

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The Dell Printer Management Pack enables SCOM to discover and monitor the status of Dell printers on a defined network segment. This improved representation, allows you to assess, respond to, and ensure the availability of Dell printers monitored in the Operations Manager environment. In addition to improved availability, the management pack enhances the ability to monitor and manage the hardware in a single management solution.

This readme contains the following sections:

- \* Criticality
- \* Minimum Requirements
- \* Release Highlights
- \* Installation/Un-Installation
- \* Operating System Support
- \* Known Issues

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CRITICALITY  
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- Recommended.

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MINIMUM REQUIREMENTS  
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This section provides information about the minimum requirements for installing and using the Dell Printer Management Pack version 4.0 for Microsoft System Center Operations Manager SP1/R2 and System Center Essentials SP1.

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Supported Dell Devices  
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\* Supported Devices:

- Dell 1235cn Color Laser Multifunction Printer
- Dell 1320c Color Laser Printer
- Dell 1720dn Mono Laser Printer
- Dell 1815n Mono Laser Multifunction Printer
- Dell 2130cn Color Laser Printer
- Dell 2135cn Color Laser Multifunction Printer
- Dell 2145cn Color Laser Multifunction Printer
- Dell 2330dn Mono Laser Printer
- Dell 2335dn Mono Laser Multifunction Printer
- Dell 3010cn Color Laser Printer
- Dell 3110cn Color Laser Printer
- Dell 3115cn Color Laser Multifunction Printer
- Dell 3130cn Color Laser Printer
- Dell 5210n Mono Laser Printer
- Dell 5310n Mono Laser Printer
- Dell 5330dn Mono Laser Printer
- Dell 7330dn Mono Laser Printer

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RELEASE HIGHLIGHTS  
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\* Discovery and classification of Dell printers.

\* Health Monitoring of Dell printers.

\* Support for Printer Traps.

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## INSTALLATION/UN-INSTALLATION

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Installation  
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For information on installing the Dell Printer Management Pack 4.0 for Operations Manager 2007 SP1, see the "Dell(TM) Printer Management Pack Version 4.0 For Microsoft(R) System Center Operations Manager 2007 SP1/R2 and System Center Essentials 2007 SP1 User's Guide".

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Un-Installation  
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For information on un-installing the Dell Printer Management Pack 4.0 for operations Manager 2007 SP1, see the "Dell(TM) Printer Management Pack Version 4.0 For Microsoft(R) System Center Operations Manager 2007 SP1/R2 and System Center Essentials 2007 SP1 User's Guide".

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## OPERATING SYSTEMS SUPPORT

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List of Operating Systems supported on the Management Station:

- Windows Server 2003 SP2, Standard x86 Edition
- Windows Server 2003 SP2, Standard x64 Edition
- Windows Server 2003 SP2, Enterprise x86 Edition
- Windows Server 2003 SP2, Enterprise x64 Edition
- Windows Server 2003 SP2, Datacenter x86 Edition
- Windows Server 2003 SP2, Datacenter x64 Edition
- Windows Server 2003 R2 SP2, Standard x86 Edition
- Windows Server 2003 R2 SP2, Standard x64 Edition
- Windows Server 2003 R2 SP2, Enterprise x86 Edition
- Windows Server 2003 R2 SP2, Enterprise x64 Edition
- Windows Server 2003 R2 SP2, Datacenter x86 Edition
- Windows Server 2003 R2 SP2, Datacenter x64 Edition
- Windows Server 2008, Standard x86 Edition
- Windows Server 2008, Standard x64 Edition
- Windows Server 2008, Enterprise x86 Edition
- Windows Server 2008, Enterprise x64 Edition
- Windows Server 2008, Datacenter x86 Edition
- Windows Server 2008, Datacenter x64 Edition

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## USER NOTES

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\* "Launch Printer Console Task" will only be available in the System Center operations console. The System Center Operations Manager Web Console will not have this task available.

\* In the System Center Operations Manager Web Console, the printer attributes will not be 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.

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KNOWN ISSUES  
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\* After you remove the management pack, you will need to close and re-open the SCOM console for a complete cleanup (DF310069)

\* After deleting a printer from network devices, you may continue to see old Alerts associated with the IP of deleted printer in the Dell Printer Alerts view. You can remove these alerts by re-opening the SCOM console using the 'clearcache' option. (DF350807)

\* In the Diagram view for Dell printer devices, the basic attributes for the Dell printer objects are displayed. You can view the detailed set of attributes by clicking on the objects in the State view. (DF337321)

\* For the 7330n printer, the attributes "Input Vendor Name" and "Output Vendor Name" may have improper values. (DF338777)

\* For Dell printers that have more than one value for a printer attribute in the SNMP table, only the first value will be seen corresponding to the printer attribute in the State View. (DF337877)

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