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

Installation Guide

Notes, Cautions, and Warnings

NOTE: A NOTE indicates important information that helps you make better use of your computer.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Overview

This guide provides instructions to install the Dell Printer Management Pack Suite version 5.0 for Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager, Microsoft System Center Operations Manager 2007 R2, and Microsoft System Center Essentials (SCE) 2010.

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

NOTE: This document contains information on the prerequisites and supported software necessary for installing the Dell Printer Management Pack Suite version 5.0. If you are installing this version of Dell Printer Management Pack Suite version 5.0 after a long time after its release date, check to see if there is an updated version of this document at **dell.com/support/manuals**.

Prerequisites

Following are the prerequisites for the Printer Management Pack version 5.0:

Management System Requirements

To install the Dell Printer Management Pack Suite version 5.0 on a management server, make sure that you have the following available:

- System Center 2012 R2 Operations Manager, System Center 2012 SP1 Operations Manager, System Center 2012 Operations Manager, System Center Operations Manager 2007 R2, or System Center Essentials 2010.
- Administrator access on the management server to install the suite and import the Dell Printer Management Pack Suite.

Contents Of The Printer Management Pack

The Dell Printer Management Pack Suite version 5.0 is packaged in the self extracting executable **Dell_Printer_Management_Pack_v5.0_A00.exe** file that contains:

- **Dell.Connections.HardwareLibrary.mp** — Base Folder Utility 4.0
- **Dell.NetworkDevice.Printer.mp** — Dell Printer Management Pack for OpsMgr 2007 R2 and SCE 2010
- **Dell.Printer.OM12.mp** — Dell Printer Management Pack for OpsMgr 2012
- **DellMPv50_Printer_IG.pdf** — Installation Guide
- **Readme.txt** — Readme File

NOTE: The self extracting executable file is available at **dell.com/support**.

Supported Operating Systems

- System Center 2012 R2 Operations Manager, see **technet.microsoft.com/en-us/library/hh205990.aspx.**
- System Center 2012 SP1 Operations Manager, see **technet.microsoft.com/en-us/library/jj628210.aspx**.
- System Center 2012 Operations Manager, see **technet.microsoft.com/en-us/library/jj656649.aspx**.
- System Center Operations Manager 2007 R2, see **technet.microsoft.com/en-us/library/bb309428.aspx**.

- System Center Essentials 2010, see **technet.microsoft.com/en-us/library/bb422876.aspx**.

Installing The Dell Printer Management Pack Version 5.0

To install the Dell Printer Management Pack version 5.0, perform the following steps:

1. Download and extract the self extracting executable file from **dell.com/support.**
2. Import the management pack in OpsMgr console.
   For more information, see Importing The Dell Printer Management Pack.
3. Perform post-import tasks.
   For more information, see Post Import Tasks.

Importing The Dell Printer Management Pack

NOTE: Import the base folder utility **(Dell.Connections.HardwareLibrary.mp)** before importing the printer management pack.

To import the printer management pack:

1. Run the **Dell_Printer_Management_Pack_v5.0_A00.exe** file to extract the Printer Management Packs or utilities.
   The default location is **C:\Dell Management Packs\Printer Management Pack\5.0.**
2. Launch the OpsMgr console.
3. Click **Administration**.
4. Expand the **Administration** tree, right-click **Management Packs**, and click **Import Management Packs**.
5. Click **Add** and select **Add from disk.**
6. Type or browse to the location where you extracted the management packs.
7. Select **Dell Printer** (Dell.Printer.OM12.mp for OpsMgr 2012 and Dell.NetworkDevice.Printer.mp for OpsMgr 2007 R2 or SCE 2010) and **Base Folder Utility 4.0** (Dell.Connections.HardwareLibrary.mp) and click **Open**.
   The **Import Management Packs** screen is displayed with the selected management packs or utilities in the **Import List.**
8. Click **Install** to import the management pack.
9. After importing the management pack, click **Close**.

Post Import Tasks

After you import the Dell Printer management pack, perform the following tasks to ensure that the Dell printers are discovered and monitored from the OpsMgr Console:

1. Discover the Dell Printers using the OpsMgr Discovery wizard. For more information on using the Discovery wizard, see the OpsMgr online help at **technet.microsoft.com**.
2. Click **Monitoring** → **Dell** and ensure that the following is displayed:
   - **Printer (OM07) Alerts** or **Printer (OM12) Alerts** under **Alerts Views**
   - **Printer (OM07) Diagram** or **Printers (OM12) Diagram** under **Diagram Views**
   - **Printer (OM07) State** or **Printer (OM12) State** under **State Views**

Upgrading From Previous Management Packs

If you have installed an earlier version of Dell Printer Management Pack, you can directly upgrade to the current version.

Upgrading From Dell Printer Management Pack Version 4.*x*

You can upgrade from the Dell Printer Management Pack version 4.*x* by importing the version 5.0 management pack. To import the Dell Printer Management Pack version 5.0 follow the steps in Installing The Dell Printer Management Pack Version 5.0.

NOTE: When you upgrade from version 4.*x* to version 5.0, the devices that displayed a critical or warning state before upgrading, will display a normal state after upgrading, even though they are still in critical or warning state. The devices display the correct health status only in the subsequent monitoring cycle.

NOTE: After you upgrade the management pack to version 5.0, you may see some of the components in **Diagram Views** still displaying default icons. To see the new icons, restart OpsMgr with the **/clearcache** option.

Upgrading From Dell Printer Management Pack Version 3.*x*

Upgrading from 3.*x* version is not supported. Ensure that you delete Dell Printer Management Pack version 3.*x* before importing the Dell Printer Management Pack version 5.0.

Upgrading To OpsMgr 2012

Before upgrading to OpsMgr 2012 from OpsMgr 2007 R2, you must import the Dell Printer Management Pack version 5.0.

For information about upgrading from OpsMgr 2007 R2 to OpsMgr 2012, see **technet.microsoft.com/en-us/library/hh476934.aspx.**

Deleting The Management Packs

CAUTION: Deleting any of the management packs may affect the scope of some user roles.

NOTE: While deleting the Dell Printer Management Pack, make sure that you delete the management pack before deleting the **Dell Base Hardware Library**. The management pack has a dependency on the **Dell Base Hardware Library.**

To delete management packs or utilities:

1. Launch the OpsMgr console.
2. Click **Administration.**
3. Expand **Administration** and click **Management Packs**.
4. Select the **Dell Printer** (Dell.Printer.OM12.mp for OpsMgr 2012 and Dell.NetworkDevice.Printer.mp for OpsMgr 2007 or SCE 2010) from the **Management Packs** pane.
5. Right-click **Dell Printer** (Dell.Printer.OM12.mp for OpsMgr 2012 and Dell.NetworkDevice.Printer.mp for OpsMgr 2007 or SCE 2010) and click **Delete**.
6. Right-click **Dell Base Hardware Library** and click **Delete**.

   After deleting a management pack or utility, it is recommended that you relaunch the OpsMgr console.

Security Considerations

The access privileges for different operations are handled internally by the OpsMgr. This can be set up using the **User Roles** option under **Administration** → **Security** feature in the OpsMgr console. The profile of your role determines what actions you can perform.

For more information on security considerations, see the documentation for Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager, Microsoft System Center Operations Manager 2007 R2, or the Microsoft Systems Centre Essentials 2010 Online Help at **technet.microsoft.com.**