

**Dell Printer
Management Pack for
Microsoft System
Center Operations
Manager**
Release Notes



Release Type and Definition

This release notes provides information on the Dell Printer Management Pack version 6.0, which can be imported into Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager and Microsoft System Center Operations Manager 2007 R2.

Note: All references to OpsMgr mentioned in this document are applicable to Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager, and Microsoft System Center Operations Manager 2007 R2 unless otherwise specified.

The Dell Printer Management Pack version 6.0 enables OpsMgr to discover and monitor the status of Dell Printers, on a defined network segment. This representation, which includes the receipt of failure and pre-failure alerts, allows you to assess, respond to, and ensure the availability of Dell Printers monitored in the OpsMgr environment.

Version

6.0

Release Date

January 2015

Previous Version

5.0

Importance

RECOMMENDED: Dell recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that will help keep your system software current.

What is Supported?

Management Station Requirements:

- Microsoft System Center 2012 R2 Operations Manager or Microsoft System Center 2012 SP1 Operations Manager or Microsoft System Center 2012 Operations Manager or Microsoft System Center Operations Manager 2007 R2.
- List of Operating Systems supported on the Management Station: Following is the list of operating systems supported for the Management Station:
 - For OpsMgr 2012 R2, OpsMgr 2012 SP1 and OpsMgr 2012, see technet.microsoft.com/en-us/library/hh205990.aspx.
 - For OpsMgr 2007 R2, see [technet.microsoft.com/en-us/library/bb309428\(en-us\).aspx](http://technet.microsoft.com/en-us/library/bb309428(en-us).aspx).

Supported Dell Printers

Mono Laser Printers

- Dell 1130n
- Dell 1135n
- Dell 1720dn
- Dell 2330dn
- Dell 2350d/dn
- Dell 2355dn
- Dell 3330dn
- Dell 3333dn
- Dell 3335dn
- Dell 5210n
- Dell 5230dn
- Dell 5310n
- Dell 5330dn
- Dell 5350dn
- Dell 5530dn
- Dell 5535dn
- Dell 7330dn
- Dell B1160w Wireless
- Dell B1265dnf
- Dell B2360d/dn
- Dell B2365dnf
- Dell B3460dn
- Dell B3465 dn/dnf
- Dell B5460dn

- Dell B5465dnf
- Dell B1260dn

Color Laser Printers

- Dell 1320c
- Dell 1350cnw
- Dell 1355cn/cnw
- Dell 2130cn
- Dell 2150cn/cdn
- Dell 2155cn/cdn
- Dell 3110cn
- Dell 3130cn/cdn
- Dell 5130cdn
- Dell 7130cn/cdn
- Dell C1660W
- Dell C1760 cnw
- Dell C1765 cn/cnw
- Dell C3760dn
- Dell C3760n
- Dell C3765dnf
- Dell C2660dn

Mono Laser Multifunction Printer

- Dell 2335dn
- Dell B1265dnf
- Dell B1265dfw
- Dell B1163w
- Dell B1165nfw
- Dell B2375dfw
- Dell B2375dnf

Color Laser Multifunction Printer

- Dell 1235cn
- Dell 2135cn
- Dell 2145cn
- Dell 3115cn
- Dell C2665dnf
- Dell C7765dn
- Dell C5765dn

What's New?

- Support for new printers.
- Support for latest firmware.

Known Issues

Issue:

Deleting printers from the Network device list does not remove the alerts generated for those printers.

Description:

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

Resolution:

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

Versions Affected:

- OpsMgr 2012 R2
- OpsMgr 2012 SP1
- OpsMgr 2012
- OpsMgr 2007 R2

Issue:

Attribute list shown in Diagram view for Printers is incomplete.

Description:

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

Resolution:

Switch to the State view to view the Printer properties.

Versions Affected:

- OpsMgr 2012 R2
- OpsMgr 2012 SP1
- OpsMgr 2012
- OpsMgr 2007 R2

Issue:

Missing attribute values for attribute having multiple values.

Description:

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

Resolution:

No known resolution.

Versions Affected:

- OpsMgr 2012 R2
- OpsMgr 2012 SP1
- OpsMgr 2012
- OpsMgr 2007 R2

Additional Information

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

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

Installation**Installation Procedure**

For information on installing the Dell Printer Management Pack version 6.0, refer Dell Printer Management Pack Version 6.0 for Microsoft System Center Operations Manager Installation Guide.

NOTE: The Installation Guide (DellMPv60_Printer_IG.pdf) is available under the folder where you extracted the Dell Printer Management Pack version 6.0.

Installation Prerequisites

This section provides information about the minimum requirements for installing and using the Dell Printer Management Pack version 6.0 for OpsMgr 2012 R2, OpsMgr 2012 SP1, OpsMgr 2012 and, OpsMgr 2007 R2.

Upgrading From Previous Versions

You can upgrade Dell Printer Management Pack version 5.0 to Dell Printer Management Pack version 6.0. For information on upgrading to Dell Printer Management Pack version 6.0, refer Dell Printer Management Pack Version 6.0 for Microsoft System Center Operations Manager Installation Guide.

NOTE: Upgrade from Dell Printer Management Pack version 5.0 and earlier versions are not supported.

Uninstallation

For information on uninstalling the Dell Printer Management Pack version 6.0 refer Dell Printer Management Pack Version 6.0 for Microsoft System Center Operations Manager Installation Guide.

Contacting Dell

Note: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Visit **www.dell.com/support**.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down menu at the top of page.
4. Select the appropriate service or support link based on your need.

For information about documentation support:

1. Go to **dell.com/support/manuals**
2. In the **Tell us about your Dell system** section, under **No**, select **Choose from a list of all Dell products** and click **Continue**.
3. In the **Select your product type** section, click **Software & Security**.
4. In the **Choose your Dell Software** section, click the required link from the following:
 - Client System Management
 - Enterprise System Management
 - Remote Enterprise System Management
 - Serviceability Tools
5. To view the document, click the required product version.

Note: You can also directly access the documents using the following links:

- For Client System Management documents — **dell.com/OMConnectionsClient**
- For Enterprise System Management documents — **dell.com/openmanagemanuals**
- For Remote Enterprise System Management documents — **dell.com/esmmanuals**
- For Serviceability Tools documents — **dell.com/serviceabilitytools**

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