Printer Profile Manager Enterprise

Version 3.4

User Guide

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:
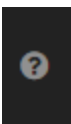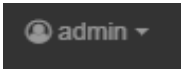
  Your navigation bar may look different depending on which features are enabled or disabled.
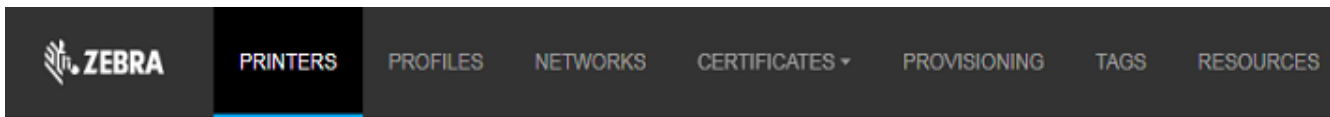
- Status boxes:
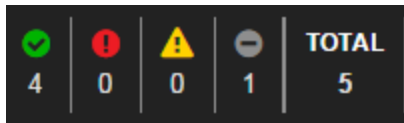
  Each colored box shows the number of printers in various states. Hover your cursor over the numbers to see a tooltip.

- 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.

- Information icon 🛈 : Provides additional information about the specific tab page. (Click to show the additional information and click again to close it.)

At-a-Glance Printer Status

The colored boxes in the Navigation bar identify the status of the printers. From left to right:
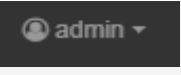
- the green box shows the printers online.
- the red box shows those printers in an error state.
- the yellow box shows printers in a warning state.

- 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 View, 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 dropdown menu for the following:

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

Default Roles and Permissions

The Default Administrator account manages the account roles and only users assigned the Default Administrator role may:

- Assign or change a user's role

- Create and modify roles

- Manage user accounts

The table below outlines the defined permissions for the following default account roles:

- Administrator

- Technician

- User

Best practice is to assign more than one user to the Default Administrator role.

Permission Groups	Permission Names	Administrator	Technician	User
Application	Modify Application Configuration	X		
Batteries	Remove Battery from Monitoring	X	X	
	View Battery Data	X	X	
Certificates	Create and Modify Certificate Authorities and Management Items	X	X	
Networks	Apply Network Configurations to Printers	X	X	
	Create and Modify Network Configurations	X	X	
	View Network Configurations	X	X	

Printers	Add Printers to PPME	X	X	
	Add Tags to Printers	X	X	
	Calibrate Printer	X	X	
	Delete Resources from Printer	X	X	
	Download Resources from Printer	X	X	
	Force Reconnect	X	X	
	Modify Printer Settings	X	X	
	Print Configuration	X	X	X
	Remove Printer from PPME	X	X	
	Remove Tags from Printers	X	X	
	Reset Network	X	X	
	Reset Printer	X	X	
	Restore Network Defaults	X	X	
	Restore Printer Defaults	X	X	
	Send Resources to Printers	X	X	
	Update Firmware	X	X	
	View Printer Details	X	X	X
	View Printer Webpage	X	X	
Profiles	Apply Profiles to Printers	X	X	
	Create and Modify Profiles	X	X	
	View Profiles	X	X	
Provisioning	Create and Modify Pro-visioning Items	X	X	
	View Provisioning Items	X	X	
Resources	Add and Remove Resources	X	X	
	View Resources	X	X	
Tagging	Create and Modify Tags	X	X	
	Reorder Tag Listing	X		
	View Tags	X	X	
Users and Roles	Create and Modify Users and Roles	X		

Actions and Permissions

When creating or modifying account roles, the table below outlines which permissions are required for the associated actions.

Permission Groups	Actions	Required Permissions
Application	Edit Configuration	Modify Application Configuration
	Create Static IP Addresses	View Network Configuration Create and Modify Network Configurations View Printer Details
	Edit Static IP Addresses	View Network Configurations Create and Modify Network Configurations View Printer Details
	View System Log	Modify Application Configuration
	View License	Modify Application Configuration
Batteries	View Battery	View Battery Data
	Edit Friendly Name	View Battery Data Remove Battery From Monitoring
	Remove Battery	View Battery Data Remove Battery From Monitoring
	Link to Recent Device	View Battery Data View Printer Details
Certificates	Add Certificate Authority Servers	Create and Modify Certificate Authorities and Management Items
	Remove Certificate Authority Servers	Create and Modify Certificate Authorities and Management Items
	Create Certificate Management Items	Create and Modify Certificate Authorities and Management Items
	Edit Certificate Management Items	Create and Modify Certificate Authorities and Management Items
	Remove Certificate Management Items	Create and Modify Certificate Authorities and Management Items
	Apply Certificate Management Items to Printers	Create and Modify Certificate Authorities and Management Items View Printer Details

Networks	View Networks	View Network Configurations
	Create Networks	View Network Configurations Create and Modify Network Con-figurations
	Edit Networks	View Network Configurations Create and Modify Network Con-figurations
	Remove Networks	View Network Configurations Create and Modify Network Con-figurations
	Apply Networks to Printers	View Network Configurations Apply Network Configurations to Printers View Printer Details
Printers	Discover Printers	View Printer Details Add Printers to PPME
	View Printers	View Printer Details
	Export Printer Data	View Printer Details
	Refresh Printer Information	View Printer Details
	Download Weblink Info	View Printer Details
	Edit Printer Name/Location	View Printer Details Modify Printer Settings
	Add Object	View Printer Details Send Resources to Printers View Resources Add and Remove Resources
	Delete Object	View Printer Details Delete Resources from Printer
	Download Object	View Printer Details Download Resources from Printer
	Store Object as Resource	View Printer Details Download Resources from Printer View Resources Add and Remove Resources
	Preview Object	View Printer Details Download Resources from Printer
	Click Odometer Refresh Button	View Printer Details Modify Printer Settings
	Add Tag	View Printer Details Add Tags to Printers View Tags
	Remove Tag	View Printer Details Remove Tags from Printers
	Send Weblink Configuration to Printer	View Printer Details Add Printers to PPME
	Print Configuration Label	View Printer Details Print Configuration

	Calibrate Printer	View Printer Details Calibrate Printer
	Update Firmware	View Printer Details Update Firmware View Resources
	Create Profile	View Printer Details Create and Modify Profiles View Profile
	Restore Printer Defaults	View Printer Details Restore Printer Defaults
	Restore Network Defaults	View Printer Details Restore Network Defaults
	View Printer Webpage	View Printer Details View Printer Webpage
	Export Printer Data	View Printer Details
	Reset Network	View Printer Details Reset Network
	Reset Printer	View Printer Details Reset Printer
	Force Reconnect Printer	Add Printers to PPME Force Reconnect
	Remove Printer	View Printer Details Remove Printer from PPME
	Link to Battery Page	View Printer Details View Battery Data
	Quick Tag Printer	View Printer Details Add Tags to Printers View Tags
	View Printer Listing Settings	View Printer Details Modify Application Configuration
	Edit Printer Listing Settings	View Printer Details Modify Application Configuration
	Export All Printer Data	View Printer Details
	Remove Printers	View Printer Details Remove Printer from PPME

Profiles	View Profile	View Profiles
	Create Profile	View Profiles Create and Modify Profiles View Printer Details
	Edit Profile	View Profiles Create and Modify Profiles
	Delete Profile	View Profiles Create and Modify Profiles
	Copy Profile	View Profiles Create and Modify Profiles
	Send Profile to Printers	View Printer Details View Profiles Apply Profiles to Printers
	Add Files, Firmware, and Virtual Devices	Create and Modify Profiles View Resources Add and Remove Resources
	Select a Network Configuration	View Profiles Create and Modify Profiles View Network Configurations
	Edit a Network Configuration	View Profiles Create and Modify Profiles View Network Configurations Create and Modify Network Con-figurations
	Remove a Network Configuration	View Profiles Create and Modify Profiles View Network Configurations
	Send Commands to Printers	View Profiles Create and Modify Profiles
	Create Profile from Files	View Profiles Create and Modify Profiles
	Create Profile from Files-Existing Resources	View Profiles Create and Modify Profiles View Resources
	Create Profile from Files-Upload Resources	View Profiles Create and Modify Profiles View Resources Add and Remove Resources
Provisioning	View Provisioning Items	View Provisioning Items View Resources
	Create Profile Provisioning Items	View Provisioning Items Create and Modify Provisioning Items View Tags View Profiles
	Edit Profile Provisioning Items	View Provisioning Items Create and Modify Provisioning Items View Tags

		View Profiles
	Create Resource Provisioning Items	View Provisioning Items Create and Modify Provisioning Items View Tags View Resources
	Edit Resource Provisioning Items	View Provisioning Items Create and Modify Provisioning Items View Tags View Resources
	Create Certificate Provisioning Items	View Provisioning Items Create and Modify Provisioning Items View Tags Create and Modify Certificate Authorities and Management Items
	Edit Certificate Provisioning Items	View Provisioning Items Create and Modify Provisioning Items View Tags Create and Modify Certificate Authorities and Management Items
	Delete Provisioning Items	View Provisioning Items Create and Modify Provisioning Items
	Suspend Provisioning Items	View Provisioning Items Create and Modify Provisioning Items
	Resume Provisioning Items	View Provisioning Items Create and Modify Provisioning Items
	Preview Resource Items	View Resources View Provisioning Items
Resources	View Resources	View Resources
	Add Resources	View Resources Add and Remove Resources
	Download Resources (Included Dithered and Prepared)	View Resources Add and Remove Resources
	Edit Resources	View Resources Add and Remove Resources
	Delete Resources	View Resources Add and Remove Resources
	Store Resources	View Resources Add and Remove Resources View Printer Details Send Resources to Printers

	View Tags	View Tags
	Create Tags	View Tags Create and Modify Tags
	Edit Tags	View Tags Create and Modify Tags
	Delete Tags	View Tags Create and Modify Tags
	Reorder Tags	View Tags Reorder Tag Listing
	Tag Printers	View Tags View Printer Details Create and Modify Tags
	Untag Printers	View Tags View Printer Details
Tagging	Convert Tag to Auto-Tag	View Tags Create and Modify Tags
	Auto-Tag Printers	View Tags Create and Modify Tags Remove Tags from Printers
	Modify Auto-Tagging	View Tags Create and Modify Tags
	Remove Auto-Tagging	View Tags Create and Modify Tags
	View Tagging Policies	View Tags
	Create Tagging Policies	View Tags Create and Modify Tags
	Edit Tagging Policies	View Tags Create and Modify Tags
	Remove Tagging Policies	View Tags Create and Modify Tags

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 and Filter Printers: allows you to search for and filter a list of printers. 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 (status, models, tags, printer type, media type, DPI) to select a filter in the right pane.

- Search and Filter Tags: allows you to search and filter tags applied/associated with printers.

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

- Quick Tag: applies a tag to existing printer(s).

  Note • Quick tags are not available for Auto-Tags.

- Export 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.

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.

To view a Printer and its information from the Printers Listing View, click on a specific view icon. There are two views available:

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

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

Listed below are the other actions available on this page:

- Search and Filter Printers: allows you to search for and filter a list of printers. 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 cannot 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.

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.

Discover Printers using a Multicast Search

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

2. Select **Multicast Search**.

   The specify Multicast Hops for Printer Discovery dialog box opens.

3. Enter a number in the **Number of Multicast Hops** field.

   Note • It is recommended that you enter either 2 or 3 in this field.

4. Click **Discover Printers**.

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

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

5. To add a printer, see Add a Printer from the Discovered Printers or Manually Add a Printer

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.

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 your printer is not listed under the **Available Printers** tab, you may find it under the **Already Configured** tab. Printers already configured for the PPME server or two other servers can be reclaimed by checking the selection box for the printer(s) and clicking the Add Printer(s) button.

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.

Discover Printers Using a CSV File

You may provide PPME a list of subnets to search in a CSV file.

PPME will search the provided list of subnets and configure any available printers to connect to PPME.

The CSV file must be formatted as a single column with a header and may contain up to 7000 entries.

Entries may include wildcards (e.g. 10.80.4.* or 10.80.*.*), ranges (e.g. 10.80.4.1-100 or 10.80.1-100.*), and cidr (e.g. 10.80.4.1/21) up to block /16 are acceptable.

Example:

Subnets
192.168.1.*
192.168.2.1-100
192.168.8.1/21

1. From the Printers Listing View, click the **Discover Printers** dropdown menu and select **Discover Printers From CSV**.

2. Browse and select your .csv file and click **Open**.

3. At the prompt, click **Yes** to proceed with discovery and adding printers from the CSV file or click **Cancel** to abort the operation.

The list of subnets will be checked for errors prior to starting the operation. Errors may include improperly formatted entries and duplicates. Any errors will result in the operation being aborted. Afterwards, you will be prompted to fix the errors and retry the import.

If the import is successful, PPME will display **"Searching nnn subnets"** and begin configuring any available printers.

After the operation has started, you may cancel it by clicking the Discover Printers dropdown menu again and selecting **Cancel Discover Printers From CSV**.

Note • The current status of the operation can be seen in the System Log.

Note • Any printers configured by the operation prior to selecting **Cancel** will remain configured.

After the operation is complete, two report files are generated in the **%userprofile%\Documents\PPME** folder.

A configured printers report is created containing the following information for each printer IP address found:

- status: success, failed, skipped, cancelled. (See Status Definitions for more information.)

- details of failure

- date/time started

- date/time completed

Status Definitions

- **Success** indicates PPME connected to the printer and sent the configuration. It does not imply the printer has successfully connected to PPME.

- **Skipped** indicates the printer is already configured to connect to this PPME server.

- **Cancelled** indicates the operation was cancelled by the user.

- **Failed** indicates either a connection could not be made to the printer (e.g., the printer may be offline) or both of the weblink connections are already configured.

A subnet discovery report will be created containing the following information for each subnet searched.

Address of the subnet or range searched

Status: PENDING, ERROR, CANCELLED, SUCCESS, or FAILED.

Details the result of the search from: "Cancelled by user," "No printers found," "Error discovering printers" or "{n} printers found."

Started indicates the date & time the subnet search started.

Completed indicates the date & time the subnet search completed.

Add Printers Using a CSV File

In situations where the discovery process cannot be used, you may add printers to PPME using a CSV file containing a known list of printer IP addresses, hostnames, or a combination of both in the file. The CSV file may contain up to 7000 entries.

The hostname is the combination of the Friendly Name <u>and</u> the Domain Name assigned to your printer. If the Friendly Name is not set, the printer will substitute the serial number.

The printer Friendly Name is the value in the printer's device.friendly_name setting.

The Domain Name is the value in either the printer's wlan.ip.dns.domain or internal_wired.ip.dns.domain setting.

> Example: xxxx.ABCcompany.lan
> where:

xxxx = printer friendly name or printer serial number

ABCcompany.lan = domain name

A hostname entry:

- Must be 1-63 alphanumeric characters for each element.

- May include hyphens

- Must not exceed a total length of 255 characters.

The CSV file must be formatted as a <u>single column</u> with a header.

Example:

zebra-printers
192.168.1.100
XXZKJ183000652.ABCcompany.lan
192.168.2.101
192.168.3.202
192.168.4.75

1. From the Printers Listing View, click the **Discover Printers** dropdown menu and select **Add Printers From CSV**.

2. Browse and select your .csv file, and click **Open**.

3. At the prompt, click **Yes** to proceed with adding printers from the CSV file or click **Cancel** to abort the operation.

The list of IP addresses and hostnames will be checked for errors prior to starting the operation to add printers. Errors may include improper formats and duplicates for IP addresses or hostnames. Any errors will result in the operation being aborted. Afterwards, you will be prompted to fix the errors and retry the import.

Note • Duplicate IP addresses or hostnames are not permitted in the file.

If the import is successful, PPME will display "Adding nnn printers" and begin attempting to connect to each IP address and hostname to configure the printer.

After the operation has started, you may cancel it by clicking the Discover Printers dropdown menu again and selecting **Cancel Add Printers From CSV**.

Note • The current status of the operation can be seen under the **Configure Printers** entry in the System Log and will show a status of pending, processing, completed, cancelled or error.

Note • Any printers configured by the operation prior to selecting **Cancel** will remain configured.

After the operation is complete, a report file will be generated in the **%userprofile%\Documents\PPME** folder containing the following information for each IP address and/or hostname:

- status: success, failed, skipped, cancelled. (See Status Definitions for more information.)
- details of the failure
- date/time started

• date/time completed

Status Definitions

- **Success** indicates PPME connected to the printer and sent the configuration. It does not imply the printer has successfully connected to PPME.

- **Skipped** indicates the printer is already configured to connect to this PPME server.

- **Cancelled** indicates the operation was cancelled by the user.

- **Failed** indicates either a connection could not be made to the printer (e.g., the printer may be offline) or both of the weblink connections are already configured.

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 • See the Zebra Programming Guide for 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 performs hostname verification when connecting to ensure that the certificate that is presented by the server matches the hostname/DNS name to which the printer is attempting to connect. 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 "Allowlist" setting (ip.firewall.whitelist_in). The PPME server should appear on your Allowlist so that your printer can connect. (To check or change the printer's ip.firewall.whitelist_in setting, refer to the Zebra PrintSecure Administration Guide.)

Search and Filter Printers

The Search box (in the upper right of the main pane) allows you to search for and filter a list of printers. The search <u>only</u> applies to the following list of specific categories:

- Firmware version

- Model name (for example, ZT230)

- Friendly name

- Serial number

- Location

- MAC Address

- IP address

- *Odometer settings: User Labels, Total Labels, Total Length, Head Clean, and Head New

- *Battery settings: Battery Voltage, Battery %, Battery Status,Battery Health, and Battery First Used

> **Note •** Odometer and Battery settings must be enabled as part of your tenant features. When enabled, these settings are visible on the Printers View and you may include them in the search and filter feature.

Once you press Enter, the text you typed in the Search box moves over to the Selections box (top of the left pane) and acts as a filter on the list of printers. To remove the search filter from Selection, click **X** to remove the filter.

Use Search Box as a Filter for the Specific Categories

The specific categories are listed above.

1. Enter text in the **Search** box and press Enter.

   > **Note •** You may use an asterisk (*) as a wildcard in the **Search** box.

   Notice that your text has moved over to the Selections box (left pane) and is shown as
   "**Search:**<your text>"
   The list of printers has been filtered to a smaller subset of the original list.

2. If you wish to add another filter, you can perform any of the following actions:

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

   - Enter multiple text searches separated by commas or spaces in the **Search** box. (This will perform a logical "OR" search.)

   - Enter separate text searches in the **Search** box. (This will perform a logical "AND" search.)

> Example • To filter both ZD and ZT printer models, enter either ZD,ZT or ZD ZT in the Search box and press Enter. (Performs a logical "OR" search.)
> To filter ZD printers with firmware version 84.20.19, enter ZD and press Enter, then enter V84.20.19 and press Enter. (Performs a logical "AND" search.)

3. To remove individual filters, click **X** to remove the filter.

    (Individual filters appear on a separate line from the search and filter in the Selections box.)

4. To remove the search filter from Selections, click **X** to remove the filter.

For more detailed information on how a filter changes the URL and how to make it work for you, see Search and Filter Changes the URL

Search and Filter Changes the URL

From the Printers View, if you select a filter or add a search in the Search box, the URL visible in the address bar is updated with the current state of the filters and searches for you.

With this new URL, you may:

- Bookmark the page and retain this search and filter for future use.

- Press **Back** on the browser to remove the last added filter.

- Navigate to another page, press **Back** (to return to the Printers View Page), and your saved URL with the filter and search returns in the address bar.

Sort a List of Printers

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.)

- Link-OS version

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.

For more detailed information on how a filter changes the URL and how to make it work for you, see Search and Filter Changes the URL

Search and Filter Tags

The Search box (in the left pane) allows you to search for and filter tags associated with printers. Tags, which are not associated with a printer, are not available for the special search and filter functions.

Use Search Box as a Filter for Tags

From the Printers View under Related Tags, you will see the tag names, the total tag count, and a [View More] button.

1. Click [View More] to expand the list of tags.

   In addition to the total tag count and complete list of printer related tags, you will see a highlighted alphanumeric list of tags along the right side of Related Tags. The initial letter is highlighted when a tag in the list begins with that letter.

   Example • If you have a tag (associated with a printer on the Printers View) for Shipping, the "S" will be highlighted in the alphanumeric list on the right side of the Related Tags column.

2. In the Search box at the top of the column, enter letters, numbers, words, or wildcards (* and ?) to narrow your search.

   Note • Remember tags must be associated with a printer to show in the Related Tags list.

3. To select and filter on one or more tags, click on the tag name to move it to the Selections box at the top of the pane.

   The list of printers is filtered to only those printers that match the tag selection.

4. To remove the search filter from Selections, click on the tag to remove the filter.

For more detailed information on how a filter changes the URL and how to make it work for you, see Search and Filter Changes the URL

Quick Tag

Add and Apply a Tag to a Printer from the Home Page

1. Click the ⋮ **More** menu, select **Quick Tag.**
   The Quick Tag dialog box opens.

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

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.

   Note • You may narrow the printer list by using the filters or the search field.

4. To apply the tag to a printer, click **Apply**.
   Close the Quick Tag dialog box to cancel this operation without saving your changes.

Printer Listing Settings

Printer Listing Settings allows you to display or hide field columns in the table view on the printer listing page.

You may display or hide any of the following field columns which apply for all users:

- Battery Data

- Odometers

- MAC Address

Display or Hide Field Columns on the Printer Listing Page

1. Click the [:] **More** menu on the Printer Listing page.

2. From the dropdown menu, select **Printer Listing Settings**.
   The Printer Listing Table View Settings page is shown.

3. Click the appropriate radio button to display or hide field columns.

   a. Click **Display** to view the associated field column on the Printer Listing page.

   b. Click **Hide** to prevent the associated field column from being displayed on the Printer Listing page.

4. Click **Save** to save your changes and view the Printer Listing page.
   Click **Cancel** to exit without saving and return to the Printer Listing page.

Remove Printers

Remove All Printers from the Printers Listing Page

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

2. From the dropdown menu, click **Remove Printer**.
   A Remove Printers dialog box opens.

3. Choose **Select All** to remove all printers or **Deselect All** to keep all printers.

4. Click [Remove] to confirm and remove the printer.

5. Click X to close the dialog box.

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

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, Settings, Objects, Odometer, Tags, and Weblink.

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.

From the ⋮ More Menu, actions include:

- For label printers:

  - 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

  - Export Printer Data

  - Reset Network

  - Reset Printer

  - Force Reconnect

  - Remove Printer

- For card printers:

  - Update Firmware

- [Create Profile](#)
- [Export Printer Data](#)
- Reset Printer
- Force Reconnect
- [Remove Printer](#)

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.

Create Profile

Create a Profile from the Printer Details Page

1. Click the **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.

View a Printer's Web Page

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.

Export Printer Data

Export Printer Data allows you to export all printer data as a CSV file.

Export Printer Data from the Printer Listing Page

1. Click the **More** menu.

2. From the dropdown menu, select **Export Printer Data**.
   The Printer Listing Table View Settings dialog opens.

3. Click **Download** to save your changes and begin the export.
   Click **Cancel** to exit without saving and return to the Printer Listing page.

Force Reconnect

Force reconnect resets the Weblink connection between PPME and the printer.

Force Reconnect a Printer from the Printer Details Page

1. Click the **More** menu.

2. From the dropdown menu, select **Force Reconnect**.
   The Force Reconnect confirmation dialog opens.

3. Click **Force Reconnect** to reconnect to the selected printer.
   Click **Cancel** to exit without forcing a reconnect and return to the Printer Details page.

Remove a Printer

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.

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. 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.

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.

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.

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.

Add an Object from the Printer Details 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

Odometer is a way to track specific counts related to printer activity. The information that is updated depends on your printer type. The updated fields may include:

- For card printers:
  - Total Cards Count
  - Images Remaining Until Next Cleaning
  - Interval
  - Pre-Cleaning Count
- For label printers:
  - User Label Count
  - User Label Count 1
  - User Label Count 2
  - Total Label Count: this field tracks printer usage and <u>cannot</u> be reset by the user.

Note • The Odometer page permits you to reset several counts to be reset. Those counts may be used to monitor time since the last cleaning or maintenance operations or to track other usage needs.

Refresh the Odometer

The server will retrieve the Odometer values. If the values change after the initial connection, use the Refresh button to retrieve the latest values.

- Click .

Tags

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 Tags** will apply a tag to the current printer.

  Note • The +Add Tags page will only show tags **not** associated with the printer.

- To remove a tag from the selected printer, click the 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.

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.

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 tab.) See [Analytics and Usage Settings](#) to enable both Battery Monitoring and printer analytics.

Recommended System Requirements for analytics = 1TB of storage.

The columns on the Batteries tab include:

Current Charge: Offline, Charge percentage

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

Because Analytics are gathered every 15 minutes, you may see a battery (that was removed from the Battery Details Page) reappear on the Battery Details Page. This will happen if the printer is online and the battery is still installed in the printer. A battery may also reappear if the printer with this battery is reset and comes back online.

What can I do?

If you wish to see more details about a battery setting or how to delete a battery, click on the specific battery to go to the [Battery Details Page](#).

Battery Details Page

The Battery Details Page provides more specific information on the selected battery.

Tabs on this page include:

- **History**: links to the last printer in which this battery was installed. If you click the link, you will go to the specific Printer Details page.

  > **Note** • The Battery History is retained for all installed batteries.

- **Data**: displays the selected **Battery Statistic**: **Charge**, **Voltage**, or **Temperature**. You can also narrow the results using the **Start Date/Time** and **End Date/Time** range. There is also a **Refresh** button, if you need it.

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

- [Remove Battery](#): removes the selected battery from the Batteries View.

Remove a Battery

You may remove the battery from a printer.

Remove a Battery from the Battery Details Page

1. From the Battery Details Page, click the ⋮ **More** menu.
2. From the dropdown menu, click **Remove Battery**.
   A Remove Battery dialog box opens.
3. Click **Delete** to confirm and remove the battery.
   Click **Cancel** to exit without removing the battery and return to the Battery Details Page.

Profiles View

A profile is a collection of a printer's settings, and other optional elements such as network configurations, Files to Store, Files to Process, firmware, and virtual device. If a particular printer has settings, network configurations, files to store, files to process, firmware, virtual device or any combination of these elements, you can make a profile of that printer. You can then apply that profile to a single printer or multiple printers to give them the same settings, network configurations, files to store, files to process, firmware, and virtual device.

Note • A file may not 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.

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

What happens when you apply a profile?

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

1. Files are deleted (if enabled via the Slider Switch). For a list of the files that are not deleted, see Delete Existing Files in Printer Memory.

   Note • The slider switch has no effect on Card printers. No files are deleted before sending a profile.

2. 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.

3. All settings in the profile will be applied to the printer.

4. The network configuration will be applied to the printer.

5. Any files to store in the profile will be saved to the printer.

6. Any files to process in the profile will be saved to the server.

7. All commands in the profile will be sent to the printer.

8. Any virtual device will be applied to the printer.

9. 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 profile by typing in the name or description.

- Sort By will arrange the profiles based on your selection.

- +Create Profile will create/add a new profile based on a selected printer in PPME.

- Create Profile from Files will create/add a new profile to the system using your existing files.

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

When creating a profile from a printer, a profile is automatically created using the files stored on the printer. If you want to create a profile from your files, see Create Profile from Files.

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 files to store.

   Note • Creating profiles from printers may take as long as 30 seconds.

Due to font licensing, security, or other reasons, the following file types are not retrieved from the printer when creating a profile from the printer. Any files not retrieved should be manually added to the profile.

- .PAC

- .NRD

- .BAZ

- .BAE

- .TTF

- .TTE

- .TXT

- .CSV

- .FNT

- .CER

- .KEY

- .PRF

- .CPF

- .CSF

- .WKF

- .BAR

Slider Switch

The Slider Switch is located on the right side of the center pane of the Profiles Landing page (The **Files to Store** secondary tab must be selected to see the slider switch.) This switch determines whether to delete existing files from the label printer memory before sending the profile to the printer. Simply click on the slider switch to change the setting.

Note • The default is **Enabled** for profiles that were created using Create Profile (identified with the printer thumbnail). You may change this setting at any time.

Available settings include Enabled or Disabled .

- **Enabled** <u>will delete</u> existing files from printer memory before sending the profile.

- **Disabled** <u>will not</u> delete the existing files from printer memory before sending the profile.

Note • The slider switch has no effect on Card printers. No files are deleted before sending a profile.

Delete Existing Files in Printer Memory

If the Slider Switch is enabled, PPME sends a delete command to the label printer which will delete all files in the printer's memory <u>except</u> for files with specific file extensions. These file extensions will NOT be deleted:

- .NRD

- .PAC

- .PRF

- .WKF

- .STO

- .WML

Note • All other files in the label printer's memory will be deleted.

Note • For Card printers, no files are deleted before sending a profile.

Create Profile from Files

When creating a profile from files, you will be adding your own customized and stored files. If you want to create a profile from a printer, see [+Create Profile](#).

Note • Files to Store and Files to Process may <u>not</u> be deleted from a profile if the profile is associated with a provisioning event, profile, or if it is dependent upon by another element in PPME. If you wish to delete these files, you must first remove them from where they are being used.

Important Considerations

General

Card printer profiles:

- Only accept `.json` files to be uploaded to a profile as Files to Store.

- Do not include a tab for Files to Process.
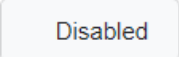
Files to Store

When Files to Store are included in a profile, they are sent and stored on the printer each time the profile is applied. You may wish to include an image as a File to Store so that you can use or "call" those images in other formats to be included in the printout for that format. Conversely, an image added as a File to Process would not be stored on the printer, so a later format would not be able to use that image for printing.

Slider Switch

The Slider Switch is located on the right side of the center pane of the Profiles Landing page (The **Files to Store** secondary tab must be selected to see the slider switch.) This switch determines whether to delete existing files from the label printer memory before sending the profile to the printer. Simply click on the slider switch to change the setting.

Note • The default is **Disabled** for profiles that were created using Create Profile from Files (identified with ![briefcase icon]). You may change this setting at any time.

Available settings include ![Enabled] or ![Disabled] .

- **Enabled** will delete existing files from printer memory before sending the profile.

- **Disabled** will not delete the existing files from printer memory before sending the profile.

Note • The slider switch has no effect on Card printers. No files are deleted before sending a profile.

Delete Existing Files in Printer Memory

If the Slider Switch is enabled, PPME sends a delete command to the label printer which will delete all files in the printer's memory except for files with specific file extensions. These file extensions will NOT be deleted:

- .NRD
- .PAC
- .PRF
- .WKF
- .STO
- .WML

Note • All other files in the label printer's memory will be deleted.

Note • For Card printers, no files are deleted before sending a profile.

Printer File Path

The Printer File Path is defined as the path including the filename (fn) and extension. The Printer File Path is shown on the Profile Details Page.

> Example • The Printer File Path for an image file on a label printer appears as follows:
> `E:ROSE.BMP`
> <where E: is the printer's storage location and ROSE.BMP is the fn and extension for the image>

> Example • The Printer File Path for an image file on a card printer appears as follows:
> `\Transfer\rose.bmp`
> <where \Transfer\ is the printer's storage location and rose.bmp is the fn and extension for the image>

Important: When adding a file to store on a profile, PPME may convert the file to a different file extension, which is easier for the printer to handle. At times, it is possible that two files with different extensions may end up with the same printer file path on the printer. When adding Files to Store, you will not be permitted to add multiple files that result in the same printer file path and PPME will prompt you to overwrite the original file. Additionally, this overwrite confirmation applies to very long printer file paths, which are truncated before storing the files on the printer.

For more information, see Files to Store.

Files to Process

When Files to Process are included in a profile, they are sent to and executed by the printer each time the profile is applied. You may wish to include formats or settings, as Files to Process since they are not stored on the printer. Conversely, a format added as a File to Store would be stored on the printer, meaning a non-PPME user would have access to the format. Further, if added as a File to Store, the format would not be printed every time the profile was applied.

Files to Process may be added without any restriction (as outlined in Files to Store) or overwrite confirmation.

For more information, see Files to Process.

Create a Profile from Files from the Profiles View

1. Click on the small arrowhead on the right of **+ Create Profile ▾** and select **Create Profile from Files**.
   The Create Profile from Files dialog box opens.

2. In the **Package Identifier** field, enter a name for your profile. (Required.)

3. If this profile does not depend on a printer model, click the checkbox labeled **Not Platform Dependent**.

4. Select the **Base Printer Model** from the dropdown list. (Required.)

5. Add an optional description, if desired.

    Tip: This field can be searched, so you may find it useful to add a key word in this field which will help you locate it in the future.

6. In the **Firmware** field, click on the file icon.

    The Select Firmware File dialog opens. Select the file from the list or browse for it and click **Add Firmware File**.

7. In the **Virtual Device** field, click on the file icon.

    The Select Virtual Device dialog opens. Select the file from the list or browse for it and click **Add Virtual Device File**.

8. In the **Settings** field, click on the file icon.

    The Select Settings dialog opens. Select the file from the list or browse for it and click **Add Settings File**.

    Example • The Settings file consists of JSON-formatted settings. In this example, there are two settings shown below. While you may add any number of settings to your file, the content for each setting must include all of the parameters (value, type, range, and so forth).
    ```
    {
    "print.tone": {
    "value": "13",
    "type": "double",
    "range": "-100.0-200.0",
    "clone": true,
    "archive": true,
    "access": "RW",
    "default": "0"
    },
    "device.languages": {
    "value": "hybrid_xml_zpl",
    "type": "enum",
    "range": "zpl,line_print,hybrid_xml_zpl",
    "clone": true,
    "archive": true,
    "access": "RW",
    "default": "hybrid_xml_zpl"
    }
    }
    ```

9. From the **Files to Store** field, click on the file icon. Files to Store will be stored on the printer.

    The Select Files dialog opens.

    Select the file (either from the list shown in the dialog, use the **Shift** and **Ctrl** keys to select multiple files, click **Select All**, or **Browse** to the file) and click **Add Files**.

    -   If you add a File to Store that is already stored on the printer, an Overwrite Confirmation dialog opens.

- Click **Overwrite** to replace the file.

- Click **Cancel** to close the dialog box and return to the Create Profile from Files page.

10. From the **Files to Process** field, click on the file icon. Files to Process are executed by the printer, but they are not stored on the printer.

   The Select Files dialog opens.

   Select the file (either from the list shown in the dialog, click **Select All**, or **Browse** to the file) and click **Add Files**.

11. Click **Create Profile** to create the profile.

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

   A profile will be created with the settings and files you selected.

   Note • Creating profiles from files may take as long as 30 seconds.

Sort a List of Profiles

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 collection of a printer's settings, and other optional elements such as network configurations, Files to Store, Files to Process, firmware, and virtual device. If a particular printer has settings, network configurations, files to store, files to process, firmware, virtual device or any combination of these elements, you can make a profile of that printer. You can then apply that profile to a single printer or multiple printers to give them the same settings, network configurations, files to store, files to process, firmware, and virtual device.

Note • A file 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 network settings, and send commands with the profile. The left pane contains a profile identification section while the right pane contains the settings view, network configuration view, files to store view, files to process view, commands section, firmware section, and virtual device 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 files are captured, but not <u>all</u> printer settings are captured. Sensitive settings and some files are generally <u>not</u> included in a profile, such as:

- wireless passwords

- weblink authentication information

- firmware

- font files, NRD files, and text files stored to a profile

Note • If sensitive files 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 files.

Tabs on this page include:

- [Settings](#)
- [Network Configurations](#)
- [Files to Store](#)
- [Files to Process](#)

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- [Commands](#)
- [Firmware](#)
- [Virtual Device](#)

Order of Operations

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

1. Delete files (if enabled via the [Slider Switch](#))

   Note • The slider switch has no effect on Card printers. No files are deleted before sending a profile.

2. Firmware (Firmware downloads will trigger a printer reset.)
3. Settings and network configurations
4. Files to Store
5. Files to Process
6. Commands
7. Virtual Device
8. 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 **More** menu includes:

- [Send to Printers](#)

- [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.
- **Wireless**—configures wireless 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.

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 cursor 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

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.

Files to Store

Files to Store are files stored on the printers and are optional elements in a profile. When Files to Store are included in a profile, they are sent and stored on the printer each time the profile is applied. You may wish to include an image as a File to Store so that you can use or "call" those images in other formats to be included in the printout for that format. Conversely, an image added as a File to Process would not be stored on the printer, so a later format would not be able to use that image for printing.

For more information, see [Files to Process](#).

Printer File Path

The Printer File Path is defined as the path including the filename (fn) and extension. The Printer File Path is shown on the Profile Details Page.

> Example • The Printer File Path for an image file on a label printer appears as follows:
> `E:ROSE.BMP`
> <where E: is the printer's storage location and ROSE.BMP is the fn and extension for the image>

> Example • The Printer File Path for an image file on a card printer appears as follows:
> `\Transfer\rose.bmp`
> <where \Transfer\ is the printer's storage location and rose.bmp is the fn and extension for the image>

Important: When adding a file to store on a profile, PPME may convert the file to a different file extension, which is easier for the printer to handle. At times, it is possible that two files with different extensions may end up with the same printer file path on the printer. When adding Files to Store, you will not be permitted to add multiple files that result in the same printer file path and PPME will prompt you to overwrite the original file. Additionally, this overwrite confirmation applies to very long printer file paths, which are truncated before storing the files on the printer.

View the Files to Store in a Profile

1. From the Profiles Details Page, the list of Files to Store appears (by default).

2. If you move to any other tab on the Profiles Details Page, select the **Files to Store** tab on the secondary navigation bar.
   You will once again see the list of Files to Store.

Manually Add a File to Store to a Profile

1. From the Profiles Details page, click **+ Add File to Store** .

   > **Note •** Card printers only accept `.json` files to be uploaded to a profile as Files to Store.

2. From the Select Files dialog, select the file(s) to add using one of the following methods:

   • Locate the file under the **Resources** tab or the **Upload Files** tab.

   • Use the **Shift** and **Ctrl** keys to select multiple files.

   • **Select All/Deselect All** will select (or deselect) all of the files under both, the Resources and Upload Files tabs.

   • **Search** for the file.

   • **Browse** and navigate to the file on your computer.

3. If you add a File to Store to a profile with an existing file and both files share the same printer file path, an Overwrite Confirmation dialog opens.

   • Click **Overwrite** to replace the file.

   • Click **Cancel** to close the dialog box and return to the Create Profile from Files page.

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

Slider Switch

The Slider Switch is located on the right side of the center pane of the Profiles Landing page (The **Files to Store** secondary tab must be selected to see the slider switch.) This switch determines whether to delete existing files from the label printer memory before sending the profile to the printer. Simply click on the slider switch to change the setting.

> **Note •** The default is **Disabled** for profiles that were created using Create Profile from Files (identified with). You may change this setting at any time.

Available settings include **Enabled** or **Disabled** .

• **Enabled** will delete existing files from printer memory before sending the profile.

• **Disabled** will not delete the existing files from printer memory before sending the profile.

> **Note •** The slider switch has no effect on Card printers. No files are deleted before sending a profile.

Delete Existing Files in Printer Memory

If the Slider Switch is enabled, PPME sends a delete command to the label printer which will delete all files in the printer's memory <u>except</u> for files with specific file extensions. These file extensions will NOT be deleted:

- .NRD
- .PAC
- .PRF
- .WKF
- .STO
- .WML

Note • All other files in the label printer's memory will be deleted.

Note • For Card printers, no files are deleted before sending a profile.

Files to Process

Files to Process are files executed by the printer, but these optional files are stored in a profile on the server. When Files to Process are included in a profile, they are sent to and executed by the printer each time the profile is applied. You may wish to include formats or settings, as Files to Process since they are not stored on the printer. Conversely, a format added as a File to Store would be stored on the printer, meaning a non-PPME user would have access to the format. Further, if added as a File to Store, the format would not be printed every time the profile was applied.

Files to Process may be added without any restriction; you may add multiple copies of the same filename.

For more information, see [Files to Store](#).

View the Files to Process in a Profile

1. From the Profile Details page, click on the **Files to Process** tab on the secondary navigation bar. The list of Files to Process appears.

   Note • The **Files to Process** tab is not available for card printers.

Manually Add a File to Process to a Profile

1. From the Profile Details page, click **+ Add File to Process**.
2. From the Select Files dialog, select the file(s) to add using one of the following methods:
   - Locate the file under the **Resources** tab or the **Upload Files** tab.
   - Use the **Shift** and **Ctrl** keys to select multiple files.

- Select **All/Deselect All** will select (or deselect) all of the files under both, the Resources and Upload Files tabs.

- **Search** for the file.

- **Browse** and navigate to the file on your computer.

3. Click **Add Files** to save/add the file to the profile and display it on the Profile Details page.

Click **Cancel** to exit without saving 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.

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 contains the same firmware file (as loaded on the printer), it will be automatically added to the profile.

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 ✕ to remove the file.

2. Click on 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.

Virtual Device

Virtual Device allows you to add a virtual device file to a profile.

Add or Select a Virtual Device to this Profile

1. From a Profile Details page, click on the **Virtual Device** tab.

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

3. Select a virtual device file from those listed or browse to the location where the file is stored.

4. Click ![Add Virtual Device File] to save/add the file to the profile.

   Click **Cancel** to exit without saving and return to the Profile Details page.

Send a Profile to a Printer

When you send a profile to a printer, other operations are performed on the printer. For a list of the operations, refer to **What happens when you apply a profile?**.

Send a Profile to a Printer from the Profile Details Page

1. Click the ![More 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 ✕ to close the dialog box and return to the Profile Details page.

Enable Settings

Enable Settings from the Profiles Details Page

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

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

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

Disable Settings

Disable Settings from the Profiles Details Page

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

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

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

Copy a Profile

Copy a Profile from the Profile Details Page

1. Click **More** menu,

2. From the dropdown menu, click **Copy Profile**.
   The New Profile Name dialog appears.

3. 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

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

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

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

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 "Allowlist" setting (ip.firewall.whitelist_in). The PPME server should appear on your Allowlist so that your printer can connect. (To check or change the printer's ip.firewall.whitelist_in setting, 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.

Note • If using a P12 archive file type, the private key password and P12 archive file password <u>must</u> be the same.

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

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.

    Note • If using a P12 archive file type for certificates, the private key password and P12 archive file password <u>must</u> be the same.

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.

Security Username Field

This information applies to the Security Username field that is displayed when you select a Wireless Encryption and Authentication type that requires it.

Printers running a Link-OS version lower than 6.6 support a maximum username length up to 32 characters for the wlan.8021x.eap.username setting.

Printers running a Link-OS version 6.6 and later support a maximum username length up to 64 characters for the wlan.8021x.eap.username setting.

If your entire fleet of printers is running Link-OS 6.6 or later, you may check the box to allow up to 64 characters in the field. Otherwise, the username length should not exceed 32 characters.

Important: A username length that exceeds the maximum length supported by the printer will cause printers not to authenticate on your network.

Important: The username length cannot be determined when the SGD escape syntax is used in the field. PPME will check the field length during the process of sending the network configuration to printers. In cases where the length exceeds what the printer supports, the configuration will not be sent to the printer. This will be indicated in the system log.

You may enter a static value for the username or use the SGD escape syntax to create a unique username value for each printer based on the value of a printer setting, e.g. the printer's unique MAC address.

The SGD escape syntax supports concatenating one or more static and SGD values.

To use the SGD escape syntax, enter ${ in the field and begin typing a valid SGD setting. Click the SGD setting you need from the list of SGDs presented by PPME. The completed syntax for the SGD will be added to the field.

Examples:

- A username based on a printer setting: ${wlan.mac_raw}

- A username based on a static value concatenated with a printer setting: MyCompany${wlan.mac_raw}

- A username based on a static prefix and suffix concatenated with a printer setting: MyCompany${wlan.mac_raw}@domain.com

- A username based on multiple static and concatenated printer settings: ${device.unique_id}MyCompany${wlan.mac_raw}@domain.com

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

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

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 the Network wizard to make your changes. See Create a Network Configuration for details.

3. Change the required details.
   Click **Next** to move to the next screen in the Network wizard. Or, click **Previous** to move back to the previous screen.

   - Types of Printers: Label/Receipt or Card

   - Types of Connections: Wireless Only, Wired Only, Both Wireless and Wired

   - IP Addressing: All, DHCP, Static, Advanced

   - Final Details: Assign a name to the network configuration and review the settings.

4. Click **Finish** to save your changes.
   Click **Cancel** (and confirm) to cancel your changes and exit the wizard.

Remove a Network Configuration

Any profile that is associated with the selected network configuration will be affected.

Remove a Network Configuration from the Network Details Page

1. Click the **More** menu.

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

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

Certificates View

Certificate management automatically updates device certificates in order to improve network security. Security Best Practices increasingly call for these certificates to be unique to each device, rotated out, and replaced on a schedule, which can be as short as three days.

A certificate consists of public information identifying the device and a set of public and private keys used for encrypted communication. PPME manages wireless LAN (WLAN) certificates beginning with PPME version 3.1 and the printer requires Link-OS 6.0 or higher.

Certificate Management requires three components to be configured:

- Certificate Authority Server
- Certificate Management Item (CMI)
- Provisioning Item

The Certificate Authority (CA) server validates and signs your certificate requests. For more information, contact your IT department on your CA server.

Certificate Management Items are similar to printer profiles, and contain information on how to generate your certificate requests. This includes certificate type, encryption type, digest type, etc.

A provisioning item defines when the certificate is requested and applied to your printer. For information about provisioning items, see Provisioning View.

On the Certificates View page, you can set up and manage a CA or CMI from the dropdown menu:

- Certificate Authorities Details Page
- Certificate Management Items Details Page

Certificate Authorities View

The Certificate Authorities (CA) View allows you to quickly create a connection to a CA Server that will be used to sign certificate requests.

Supported CA Servers

Supported CA server types include:

- **Microsoft AD CS:** Enterprise CA
- **Microsoft AD CS:** NDES (with Enterprise CA)
- **EJBCA-SCEP**: EJBCA 7.1.0 Enterprise

Listed below are the other actions available on this page.

- +Add Certificate Authority Server: adds a certificate authority (CA) server configuration.
- Search: allows you to search for a specific certificate authority, CA server type, description, name, and URL. You may use an asterisk (*) as a wildcard in the Search box.
- View a CA Server's settings.
- Sort By: sorts a list of CA's.

What can I do?

From the Certificate Authorities View, click on a specific CA to go to the Certificate Authorities Details Page.

Add Certificate Authority Server

Add a Certificate Authority (CA) Server from the CA Listing Page

1. Click the **+Add Certificate Authority Server** button.
2. Enter the required details.

    a. **Type**: CA server types include Microsoft ADCS, EJBCA-SCEP, and Microsoft ADCS NDES 2019

    b. **URL**: URL for the CA server

    c. **Polling Timeout (seconds)**: Frequency that PPME will check with the CA Server to check if a certificate has been signed.

    d. **Description**: Name for the CA server.

    e. **Template Name**: The name of the certificate template to use on your CA server. This is the value shown in the Template name field (not the Display name field) on your CA server in the

certificate template properties. If no value is entered, the IPSECIntermediateOffline template will be used.

> **Note** • This Template Name field is only available when the **Microsoft ADCS** CA Server type is selected.

    f. **Username**: Your username to access the CA server.

    g. **Password**: Your password to access the CA server. Click the eye icon to show or hide the password.

    h. **Server Certificate**: Click the **+** sign to browse for the saved server certificate.

    i. **Certificate Password**: Your password for the certificate. Click the eye icon to show or hide the password.

3. Click **Save** to save your changes.

   Click the **Undo** button to delete your changes.

   Click **Cancel** to cancel your changes and return to the CA listing page.

Sort a List of Certificate Authorities

Sort a List of Certificate Authorities

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

2. Select the desired sort order.

Certificate Authority Details Page

The Certificate Authority (CA) Details page allows you to view the previously configured settings for that CA.

View a CA Server listing and its information

The Certificate Authorities listing contains information such as name, server type, last modified date and time, and URL.

From the More Menu, actions include:

- [Remove Certificate Authorities](#)

Tabs on this page include:

- Configuration: displays the current CA settings.

Remove a Certificate Authority

Remove a CA from the CA Details Page

1. Click the **More** menu.

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

3. Click **Delete** (and confirm) to delete the CA configuration.
   Click **Cancel** the deletion and to return to the CA Details page.

Certificate Management Item View

The Certificate Management Item (CMI) View allows you to create a CMI that can administer and update wireless LAN (WLAN) certificates on connected printers. Once the CMI is created, a corresponding pro-visioning item is required to automatically manage certificates on selected printers.

Listed below are the other actions available on this page.

- +Create Item: guides you through a wizard to create a Certificate Management Item (CMI).
- Search: allows you to search for a CMI. You may use an asterisk (*) as a wildcard in the Search box.
- View a CMI's settings.
- Sort By: sorts a list of CMI's.

What can I do?

From the CMI View, click on a specific CMI to go to the Certificate Management Item Details Page.

Create a Certificate Management Item

Create a Certificate Management Item (CMI) from the CMI Listing Page

1. Click **+Create Item.**

   The Before You Begin dialog opens.

2. Gather all of the information listed.

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

   The Certificate Settings dialog opens.

4. From the Server dropdown menu, select the **Server Address**.

   The server address is set within the server configuration which is found in the User menu.

5. Select the Message Digest from the dropdown menu.

6. Select the Encryption Algorithm (and Key Size/Curve) from the dropdown menu.

   Note • The Encryption algorithm specifies how the certificate should be encrypted. The following is a list of supported encryptions:

   - AlgorithmType: RSA, ECDSA
   - KeySize: RSA (2048, 3072, 4096), ECDSA (256, 384, 521)
   - ECDSA curve: secp256k1, secp384r1, secp521r1, prime256v1

7. From the Update Certificates dropdown menu, select the Days Before Expiring.

> **Note •** This is the grace period during which a certificate will be updated.

8. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen. Click **Cancel** to exit the CMI Wizard.)

   The Certificate Information dialog opens.

9. Select the **Common Name** from the dropdown menu.

> **Note •** Caution should be taken when selecting the Friendly Name or IP Address options for the certificate Common Name field. If the printer's Friendly Name or IP Address changes after the certificate is issued, then authentication may fail.

10. Enter the **Organization**.

    (In this field, enter the business or organization unit.)

11. Enter the **Organizational Unit**.

    (In this field, enter the business or organizational unit.)

12. Enter the **Email Address**.

13. Enter the **City**.

14. Enter the **State**.

    (In this field, enter state, province or region.)

15. Select the **Country** from the dropdown menu.

16. Enter any optional **Subject Alternative Name** field information. See the section below for further details.

17. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen. Click **Cancel** to exit the CMI Wizard.)

    The Create a Certificate Management Item dialog opens.

18. Enter the **Name of the Certificate Management Item**.

19. Enter the **Description** for the CMI.

20. Click **Finish**.

    Click **Cancel** and confirm to return to the CMI Listing page.

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

Optional Subject Alternative Name Information

You may enter one or more values for **DNS**, **User Principle Name**, or **IP Address (v4)** into the certificate's Subject Alternative Name field.

Note • To use the IP Address, User Principle Name types, and the SGD escape syntax, every printer must be running Link-OS 6.6 or later.

1. Select the **Subject Alternative Name** type from the dropdown.

2. Enter a static value or SGD escape syntax in the adjacent field.

The SGD escape syntax supports concatenating one or more static and SGD values.

To use the SGD escape syntax, enter ${ in the field and begin typing a valid SGD setting. Click the SGD setting you need from the list of SGDs presented by PPME. The completed syntax for the SGD will be added to the field.

Examples

-   A value based on a printer setting: ${wlan.mac_raw}

-   A value based on a static value concatenated with a printer setting: MyCompany${wlan.mac_raw}

-   A value based on a static prefix and suffix concatenated with a printer setting: MyCompany${wlan.mac_raw}@domain.com

-   A value based on multiple static and concatenated printer settings: ${device.unique_id}MyCompany${wlan.mac_raw}@domain.com

If necessary, repeat Steps 1 and 2 to add further Subject Alternative Name types and values.

To delete a Subject Alternative Name entry, click the red button at the right side of the field.

Sort a List of Certificate Management Items

Sort a List of CMI's

1. Click on the **arrowhead** inside the **Sort by** box to display the sort orders.
2. Select the desired sort order.

Certificate Management Item Details Page

A Certificate Management Item (CMI) defines the information used to generate a printer-specific certificate. This works in conjunction with provisioning to create a system in Printer Profile Manager Enterprise that controls the distribution of a certificate to printers on a user-defined schedule. You may edit or delete your CMI event on this page.

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

- For more information on provisioning, see [Provisioning View](#).

View a CMI listing and its information

The CMI configuration listing contains information such as such as name, type, description, last modified date and time, algorithm, and digest.

From the [image] More Menu, actions include:

- [Apply a CMI](#)

- [Edit Certificate Management Items](#)

- [Remove Certificate Management Items](#)

Tabs on this page include:

- Configuration: displays the current CMI configuration.

Apply CMI

Apply a CMI from the CMI Details Page

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

2. From the dropdown menu, click **Apply CMI**.
   A Certificate Management Item "CMI" dialog box opens.

3. Choose **Select All** to create and send a CMI for all printers or **Deselect All** to remove the CMI from all printers.

4. Click **Send** to get a Certificate Signing Request (CSR) from the printer.

5. Click ✕ to close the dialog box.

Edit a Certificate Management Item

Edit a Certificate Management Item (CMI) from the CMI Details Page

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

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

3. Gather the required information listed, and check the boxes, if desired.

4. Click **Next** to move to the next page.

5. On the following screens, enter the required fields.

6. Click **Next** to move to each of the successive pages.

7. Click **Finish** to save your changes.

    Click **Cancel** (and confirm) to cancel your changes and return to the CMI Details page.

    Click **Previous** to return to the previous page.

Remove a Certificate Management Item

Remove a CMI from the CMI Details Page

1. Click the **More** menu.

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

3. Click **Delete** (and confirm) to delete the CA configuration.

    Click **Cancel** the deletion and to return to the CA Details page.

Provisioning View

A provisioning item is a scheduled application of a profile, CMI or 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.

Create an Item

Create a Provisioning Item from the Provisioning Page

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

2. Select the **Type of Provisioning**: Printer Profile, Printer Resources or Printer Certificates.

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. From the dropdown menu, select when to provision or apply the profile, resource or certificate. Choose one of the following:

- On Power Up

- On a Schedule, and select the additional date, time, and time zone fields.

- On a Schedule (Repeating), and select the frequency, days, months, dates, and time zone fields.

The Confirmation dialog opens.

8. Review the tags, dates, and times in the Provisioning Item. Confirm the Provisioning Name or add a new one.

9. Click **Finish** to confirm.

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

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

Suspend All

Suspend all Provisioning Events from the Provisioning Page

- Click **Suspend All.**

Note • No acknowledgment appears.

Resume All

Resume All Provisioning Events from the Provisioning Page

- Click **Resume All.**

Note • No acknowledgment appears.

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 <u>not</u> 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.
- For Certificate provisioning events, the provisioning item will trigger only if the printer currently has a wireless certificate and the certificate is within its expiry window.

  Note • If you are setting up a new printer for the network, you must provision the initial certificate directly through the CMI. See [Apply a CMI](#) for more detailed information.

From the [⋮] More Menu, actions include:

- [Suspend Provisioning Item](#) will suspend a provisioning item.
- [Resume Provisioning Item](#) will resume a suspended provisioning item.

  Note • The Resume Provisioning Item menu option only appears after a provisioning item has been suspended.

- [Delete Provisioning Item](#) will delete a provisioning item.

Tabs on this page include:

- **Operation Log:** tracks the provisioning operations.
- **Profile/Resource/Certificate:** displays a list of items (profiles, resources or certificates) to provision.
- **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.

Suspend Provisioning Item

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

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.

Delete Provisioning Item

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.

Tagging View

On the Tagging View page, you can set up and manage Tags or Tagging Policies from the dropdown menu:

- Tags
- Tagging Policies

Note • If Tagging Policy is enabled, the top navigation bar tab changes from **Tags** to **Tagging**. Under Tagging, the dropdown menu includes a **Tags** view and a **Tagging Policies** view. For more specific information to enable or disable Tagging Policy, see Beta Features.

Overview of Tags, Auto-Tags, and Tagging Policies

Tags are a method of grouping your printers. PPME uses tags to permit you to perform a single action on groups of printers rather than multiple actions on a series of individual printers.

See the Auto-Tag and Tagging Policy Comparison Table for additional details and examples.

Tags

A tag is one that you create and manually assign to one or multiple printers.

Blue tags represent manually created tags.

For more information on how to create a tag, see +Add Tag.

Auto-Tags

Auto-Tags are automatically assigned to printers when they connect or reconnect to PPME and match the value of a printer setting. When you create an Auto-Tag, you define the printer setting and its value.

Green tags represent Auto-Tags.

For more information on how to create an Auto-Tag, see Add Auto-Tag.

Tagging Policies

A Tagging Policy creates multiple Auto-Tags based on different values of a printer setting. When you create a tagging policy, you define ONLY the printer setting associated with the Auto-Tags. Auto-Tags may be created if you've previously connected printers to PPME.

The Auto-Tags are assigned to the printers when they connect or reconnect to PPME.

Tagging View

Once a tagging policy exists in PPME, new Auto-Tags will be automatically created as printers with new and unique values for the defined printer setting connect to PPME.

A stack of green tags represent aTagging Policy.

For more information about a Tagging Policy, see +Add Tag.

Auto-Tag and Tagging Policy Comparison Table

Auto-Tag	Tagging Policy
• Creates a single Auto-Tag.	• Creates multiple Auto-Tags.
• The Auto-Tag is based on a single value of a printer setting. Example • appl.link_os_version = 6.3	• The Auto-Tags are based on different values of a printer setting that exist in the PPME database or from printers that connect. Example • appl.link_os_version = 5.0, 5.2, 6.0, 6.1, 6.3, etc.
• Printers will automatically get tagged only when they connect or reconnect and the printer setting matches the value. Example • appl.link_os_version = 6.3	• When printers connect or reconnect, printers will be tagged by either: • An existing Auto-Tag created by the Tagging Policy. appl.link_os_version = 5.0, 5.2, 6.0, 6.1, 6.3, etc. • A new automatically created Auto-Tag. A new Auto-Tag will automatically be created when a printer connects to that system with a new unique value. It will be immediately applied to the printer. appl.link_os_version = 6.4

Tags View

The Tags View shows all of the tags and Auto-Tags that exist in the system.

Note • From this page, **Tags View**, you may select multiple tags. From the Tag Details Page, you may only select a single tag.

Note • You will see Auto-Tags if you have had a Tagging Policy enabled at any time in the past. To enable or disable Tagging Policy, see Beta Features

There are two different colors for tags:

- Blue tags   represent manual tags. These tags are those that you create and manually assign to a printer. For more information, see +Add Tag.

- Green tags   represent Auto-Tags. Auto-Tags are automatically assigned to printers when they connect or reconnect to PPME and match the value of a printer setting. For more information, see Add Auto-Tag.

For a more detailed explanation of tags, Auto-Tags, and tagging policies, see Tagging View.

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 create a new tag.

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

- Add Auto-Tag will create a new Auto-Tag.

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.

- Move to the top of the Global Tag Ranking

- Show Only Manual Tags

- Show Only Auto-Tags

- Show All Tags

What can I do?

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

If you wish to change the order of the tags, there are two ways to change the order. Both methods will rearrange your tags and Auto-Tags so they appear in a rank order. The new order will apply for all users across the server.

Choose **one** of the following:

1. Look for in the tag cell. Drag and drop the tags to display them in the new order.

2. From the **More** menu, select **Move to the top of the Global Tag Ranking**.

    a. Choose the tag(s) or **Select All**.

    b. Click **Apply**.

+Add Tag

Add a tag from the Tags View

1. Click **+Add Tag**.
    The Create a 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.

Add Auto-Tag

Add Auto-Tag will automatically assign a tag to a printer with a matching SetGetDo (SGD) value. The Auto-Tags are applied to the printers when they connect to PPME. Moreover, Auto-Tag will untag printers that no longer match the specified SGD value (if Auto-Remove is enabled).

For more information on SGD commands and the associated values, see The Programming Guide.

Add an Auto-Tag from the Tags View

1. Click the dropdown menu icon beside **+Add Tag**.

2. Select **Add Auto-Tag**.
    The Add an Auto-Tag wizard appears.

3. From the Create an Auto-Tag based on a Setting page, select a **Setting** from the dropdown menu. Choices include:
    -   Model
    -   Location
    -   Firmware Version
    -   Link-OS Version
    -   Virtual Device

- Other Setting (SGD): Select this setting, if you wish to enter a SGD setting not shown in the Setting list. Enter your SGD setting, in the **Other Setting (SGD)** field.

Note • As you begin typing in the Other Setting (SGD) field, PPME will offer a list of valid SGD's.

4. Enter a SGD **Value** (which corresponds with the Setting) in the Value field.

5. Select a **Match Type** from the dropdown menu. Choices include:

    - Whole Word
    - Starts With
    - Ends With
    - Contains
    - Regex

6. For **Case Sensitivity**, select **Enabled** or **Disabled**.

7. For **Remove Printer from Tag on Value Change**, select **Enabled** to automatically remove a printer from the tag if the printer SGD value no longer matches.

    Example • If you set the SGD to look for value 'A' and the SGD matches, it applies the tag. If later the value is 'B' and if this option is enabled, it will remove the tag. If this option is disabled, it will ignore the change to 'B' and leave the tag on the printer regardless of what the value is.

8. Click **Next** to move to the next page.

9. Enter a **Tag Name** (required) and a **Tag Description** (optional).

10. Click **Finish** to create the Auto-Tag.
    Click **Previous** to return to the previous page.
    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.

✅ 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 tag 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 and serial numbers of the printers, and tags.
- **Tags**: displays the tags associated with the specific Auto-Tag policy. Specific information provided includes: creation date and time of the Auto-Tag policy, SGD setting, tagged printers, and description. (Only available for Auto-Tag policies.)

Listed below are the other actions available on this page.

- [Edit a Tag](#) allows you to rename and revise the description of the tag.
- The **Search** box allows you to search for a specific printer by typing in the name or description.
- [+Tag Printers](#) will apply printers to the selected tag.
- [Untag 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.

- **Select All** will select all of the printers shown. (Only available when the tag is associated with at least one printer.)

- **Deselect All** will deselect all of the printers shown. (Only available when the tag is associated with at least one printer.)

From the [■] More Menu, actions include:

- [Modify Auto-Tagging](#) will open the Auto-Tag Policy wizard where you may modify your Auto-Tag Policy settings. (Only available on tags.)

- [Remove Auto-Tagging](#) will convert an Auto-Tag to a tag. (Only available on single Auto-Tags, not created by an Auto-Tag Policy.)

- [Convert to Auto-Tag](#) will tag printers that match a specific SGD name and value. (Only available on tags.)

- [Delete Tag](#) will delete the selected tag from the system and remove it from all associated printers. (Available on tags and Auto-Tags.)

Tag Printers

Note • You cannot manually add a printer to an Auto-Tag.

Tag a Printer from the Tag Details Page

1. Click on a tag.

2. Click **+Tag 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 apply the tag to the printer.
   Click **Cancel** (and confirm) to return to the selected tag and associated printers.

Untag Printers

To untag a printer means to remove the tag from a specific printer. The tag remains in the PPME system.

To delete a tag means that you are deleting the tag from **all** printers and PPME!

You may untag single or multiple serial numbers, and you may search by serial number.

Untag a Printer from the Tag Details Page

1. Click on a tag.

2. Click on the printer name to select it or click **Select All**.

> **Note •** The printer names listed will be those printers that are already associated with this tag.

3. Click **Untag Printers**.

> **Note •** There is no confirmation on this action.

Convert to Auto-Tag

Convert to an Auto-Tag changes a manual tag to an Auto-Tag. Auto-Tag will tag printers that match a specific SetGetDo (SGD) name and value. The Auto-Tags are applied to the printers when they connect to PPME.

Convert a Tag to an Auto-Tag from the Tags View

1. Click on a tag.

2. Click the [   ] **More** menu.

3. From the dropdown menu, select **Convert to Auto-Tag**.
   The Add an Auto-Tag wizard appears.

4. From the Create an Auto-Tag based on a Setting page, select a **Setting** from the dropdown menu. Choices include:
   - Model
   - Location
   - Firmware Version
   - Link-OS Version
   - Virtual Device
   - Other Setting (SGD): Select this setting, if you wish to enter a SGD setting not shown in the Setting list. Enter your SGD setting, in the **Other Setting (SGD)** field.

5. Enter a SGD **Value** (which corresponds with the Setting) in the Value field.

6. Select a **Match Type** from the dropdown menu. Choices include:
   - Whole Word
   - Starts With
   - Ends With
   - Contains
   - Regex

7. For **Case Sensitivity**, select **Enabled** or **Disabled**.

8. For **Remove Printer from Tag on Value Change**, select **Enabled** or **Disabled** to automatically remove the associated printer from the tag.

   This option will remove the tag from the printer if the SGD value no longer applies.

   Example • If you set the SGD to look for value 'A' and the SGD matches, it applies the tag. If later the value is 'B' and this option is enabled, it will remove the tag. If this option is disabled, it will ignore the change to 'B' and leave the tag on the printer regardless of what the value is.

9. Click **Next** to move to the next page.

10. Enter a **Tag Name** (required) and a **Tag Description** (optional).

11. Click **Finish** to create the Auto-Tag.

    Click **Previous** to return to the previous page.

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

Delete a Tag

Once a tag is deleted from the system, the tag is no longer associated with any printers.

Delete a Tag (in the System) from the Tags Tab

1. Click on a tag.

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

3. From the dropdown menu, select **Delete 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

Note • You can modify a tag's name and description. For Auto-Tags, you can modify name, description, and the SGD setting while an Auto-Tag from a policy, no changes are permitted. If you edit an Auto-Tag policy, it will regenerate the Auto-Tags, and remove any tagged printers. You may not modify Auto-tags created via a CSV file.

To Edit a Tag or an Auto-Tag from the Tags View:

1. Click on a tag or an Auto-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 a second to acknowledge the change.)

Modify Auto-Tagging

Modify Auto-Tagging will allow you to make changes to the SetGetDo (SGD) name, match type, and value. (This feature is only available on Auto-Tags.)

Modify an Auto-Tag from the Tags Tab

1. Click on an Auto-Tag.

2. Click the ⋮ **More** menu.

3. From the dropdown menu, select **Modify Auto-Tagging**.
   The Add an Auto-Tag wizard appears.

4. From the Create an Auto-Tag based on a Setting page, select a **Setting** from the dropdown menu. Choices include:
   - Model
   - Location
   - Firmware Version
   - Link-OS Version
   - Virtual Device
   - Other Setting (SGD): Select this setting, if you wish to enter a SGD setting not shown in the Setting list. Enter your SGD setting, in the **Other Setting (SGD)** field.

5. Enter a SGD **Value** (which corresponds with the Setting) in the Value field.

6. Select a **Match Type** from the dropdown menu. Choices include:
   - Whole Word
   - Starts With
   - Ends With
   - Contains
   - Regex

7. For **Case Sensitivity**, select **Enabled** or **Disabled**.

8. For **Remove Printer from Tag on Value Change**, select **Enabled** or **Disabled** to automatically remove the associated printer from the tag.
   This option will remove the tag if the SGD value no longer applies.

Example • If you set the SGD to look for value 'A' and the SGD matches, it applies the tag. If later the value is 'B' and if this option is enabled, it will remove the tag. If this option is disabled, it will ignore the change to 'B' and leave the tag on the printer regardless of what the value is.

9. Click **Next** to move to the next page.

10. Enter a **Tag Name** (required) and a **Tag Description** (optional).

11. Click **Finish** to create the Auto-Tag.

    Click **Previous** to return to the previous page.

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

Remove Auto-Tagging

Remove Auto-Tagging will change a single Auto-Tag into a tag. It will also allow you to stop Auto-Tagging new printers, however, previously auto-tagged printers will keep their tags.(This feature is only available on Auto-Tags not created by an Auto-Tag Policy.)

Remove Auto-Tagging from the Tags Tab

1. Click on an Auto-Tag to go to the Tags Landing page.

2. Click the ⋮ **More** menu.

3. From the dropdown menu, select **Remove Auto-Tagging**.

    The Confirmation box opens.

4. Click **Remove** to confirm and convert the Auto-Tag to a tag.

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

    Click **Cancel** to remain on the specific Tag Details page.

Tagging Policies View

The Tagging Policies View shows a list of all of the tagging policies, including the date and time of creation, the printer setting name (sometimes called SGD), number of generated Auto-Tags, and the specific Auto-Tags.

Each Tagging Policy is identified with a stack of green tags to distinguish a Tagging Policy from an

Auto-Tag .

Example • Let's say you create a Tagging Policy for the printer setting "Model". If you have five different printer models connected to PPME, five auto-tags would be created. When the printers reconnect to PPME, the printers are tagged. Now, you have created five tags based on five different printer models using one printer setting through a Tagging Policy.

Example • Let's say you create a Tagging Policy for the printer setting "Model". This time, you have five printers (all the same model) connected to PPME, only one auto-tag would be created. When the printers reconnect to PPME, the printers are tagged. Now, you have created one tag based on one printer model using one printer setting through a Tagging Policy.

For a more detailed explanation of tags, Auto-Tags, and tagging policies, see Tagging View.

Listed below are the other actions available on this page.

- The **Search** box allows you to search for a specific Auto-Tag by typing in the prefix, printer setting name, or suffix fields.

- +Add Policy will create a new tag or new Auto-Tag.

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

What can I do?

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

+Add Policy

A Tagging Policy creates and assigns Auto-Tags to printers in PPME. The Auto-Tags are applied to the printers when they connect to PPME. These Auto-Tags are based on settings specified in the Tagging Policy wizard.

Notes

Existing manual tags and Auto-Tags may be migrated to an Auto-Tag Policy according to the rules below. The migrated tags may or may not be re-associated with printers.
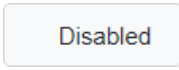
- If the Auto-Tag Policy creates a tag name with the same name as an existing manual tag or Auto-Tag, those tags will be converted to an Auto-Tag Policy Auto-Tag.

- Printers with SGD settings that do not match any setting values created by the Auto-Tag Policy will not be associated to one of the new Auto-Tag Policy Auto-Tags.

  - This means manual tags and Auto-Tags previously associated with printers may be removed and not associated with new Auto-Tag Policy tags.

- Auto-Tags created from an Auto-Tag Policy will not be migrated.

Add a Tag from the Tagging Policies Page

1. Click **+Add Policy**.

   The Add a Tagging Policy wizard appears.

2. From the Create a Tagging Policy based on a Setting page, select a **Setting** from the dropdown menu. Choices include:

   - Model

   - Location

   - Firmware Version

   - Link-OS Version

   - Virtual Device

   - Other Setting (SGD): Select this setting, if you wish to enter a SGD setting not shown in the Setting list. Enter your SGD setting, in the **Other Setting (SGD)** field.

3. To **Remove Printer from Tag on Value Change**, click the slider.

   Available settings include **Enabled** or **Disabled**.

   - **Enabled**: a printer will be removed from the tag if the printer settings no longer matches the value defined in the tag.

   - **Disabled**: a printer will <u>not</u> be removed from the tag if the printer settings no longer matches the value defined in the tag.

4. Click **Next** to move to the next page.

5. From the Tagging Policy Details page, enter a **Prefix**, **Suffix**, or **Tag Description** (optional).

   The **Tag Name** is populated based on your selection in the Setting menu.

> **Note •** Each Tagging Policy must have an exclusive name. (The Tagging Policy name = Prefix + SGD + Suffix.)Thus, the Prefix and Suffix may be used to create unique names for policies with the same SGD setting.

6. To change **Migrate existing tags**, click the slider.

Available settings include [Enabled] or [Disabled].

- **Enabled** will migrate any existing manual tag or Auto-Tag with a name that matches the selected setting to a new tag generated by the Auto-Tag Policy. (Default setting.)

After the tags have been migrated, any printers that do not match the selected setting will not be added to the new tag generated by the Auto-Tag Policy.

- **Disabled** will not migrate any tag with a name that matches the selected setting with a new tag generated by the Auto-Tag Policy.

7. Click **Finish** to create the tagging policy.

Click **Previous** to return to the previous page.

Click **Cancel** (and confirm) to close the wizard, and return to the Tagging Policies page.

Auto-Tag Policy Details Page

The tagging policy (or Auto-Tag policy) Details page shows the setting name and the last modified date in the right pane. With the Configuration tab selected, this page also displays the prefix, tag name, suffix, description, and the Auto Remove setting.

If you wish to change anything on this page, you must edit the Auto-Tag Policy. (See the **More** Menu actions below.)

Tabs on this page include:

- [Configuration](#): displays the prefix, tag name, suffix, description, the auto remove setting, and migrate existing (manual tags and Auto-Tags).

- [Tags](#): displays the create date and time, name of the Auto-Tags created, and the numbers of the printers tagged.

From the More Menu, actions include:

Note • If any Auto-Tag (created by an Auto-Tag policy) is associated with a provisioning event, the **Edit** and **Remove** options will generate an error.

- [Edit](#) opens the Tagging Policy wizard where you may make any revisions to the Auto-Tag Policy.

  Note • All previous tags for this policy are removed, and new tags will be regenerated when you complete the wizard.

- [Remove](#) will remove the tag, and associated printers. (Available on tags and Auto-Tags.)

Auto-Tag Policy Configuration

The Configuration tab page displays the prefix, SGD setting or Tag Name, suffix, description of the Auto-Tag Policy, and the Auto Remove setting. The Auto-Tag Policy Details page shows the setting name and the last modified date in the right pane.

Note • No changes to the Auto-Tag Policy are permitted on this page.

To edit the Auto-Tag Policy, click the **More** menu, and select [Edit](#).

To remove the Auto-Tag Policy, click the **More** menu, and select [Remove](#).

Auto-Tag Policy Tags

The Tags tab displays the Auto-Tags generated and number of tagged printers based on the Auto-Tag Policy. The Auto-Tag Policy Details page shows the setting name and the last modified date in the right pane.

Note • No changes to the Auto-Tag Policy are permitted on this page.

To edit the Auto-Tag Policy, click the ⋮ **More** menu, and select Edit.

To remove the Auto-Tag Policy, click the ⋮ **More** menu, and select Remove.

Edit a Tagging Policy

You may edit a tagging policy.

Note • If the Auto-Tag is a part of a provisioning event, the Auto-Tag cannot be deleted.

Edit a Tagging Policy from the Tagging Policy Details Page

1. Click on a tagging policy.

2. Click the ⋮ **More** menu.

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

4. Click **Edit** again to confirm the regeneration of the Auto-Tags.

   Click **Cancel** to return to the specific Tagging Policy page.

   The Tagging Policy wizard opens (after confirmation) to permit changes to the tagging policy.

5. From the Create a Tagging Policy based on a Setting page, select a **Setting** from the dropdown menu. Choices include:

   • Model

   • Location

   • Firmware Version

   • Link-OS Version

   • Virtual Device

   • Other Setting (SGD): Select this setting, if you wish to enter a SGD setting not shown in the Setting list. Enter your SGD setting, in the **Other Setting (SGD)** field.

6. Choose **Enabled** or **Disabled** to automatically remove the tag from the associated printer(s).

7. Click **Next** to move to the next page.

8. From the Tagging Policy Details page, enter a Prefix, Suffix, or Tag Description (optional).
   The Tag Name is populated based on your selection in the Setting menu.

   Note • Each Tagging Policy must have an exclusive name. (The Tagging Policy name = Prefix + SGD + Suffix.)Thus, the Prefix and Suffix may be used to create unique names for policies with the same SGD setting.

9. Click **Finish** to create the tagging policy.

   Click **Previous** to return to the previous page.
   Click **Cancel** (and confirm) to close the wizard, and return to the Tagging Policies page.

   Note • All previous tags for this policy are removed, and new tags will be regenerated when you complete the wizard.

Remove a Tagging Policy

Once a tagging policy is removed from the system, the Auto-Tag is removed and no longer associated with any printers.

Note • If any of the generated Auto-Tags are associated with a provisioning event, the Auto-Tag Policy cannot be deleted.

Remove a Tagging Policy from the Tagging Policy Details Page

1. Click on a tag.

2. Click the **More** menu.

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

4. Click **Delete** to confirm and remove the Auto-Tag Policy and generated tags.
   Click **Cancel** to return to the specific Tagging Policy page.

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.

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 resource by typing in the name or description.
- [+Add Resource](#) will allow you to add a resource from your computer.
- [Sort By](#) sorts a list of resources based on your selection.
- [Apply and Remove a Filter](#) allows you to filter by resource file types.

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

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 50MB.

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

Drag and Drop a Resource

- Drag and drop a file (from your computer) on the Resources View page.

Sort a List of Resources

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.

Apply and Remove a Filter

Apply/Remove a Filter

All items listed under "Selections" are initially selected.

- To apply a filter, click on the name of the filter in the **File Type** list.
  The filter will move up to the **Selections** list.

- 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.

Available Filters on the Resources View

- Label Printer Firmware

- Card Printer Firmware

- Fonts

- Graphics

- Formats

- Security

- Json

- Zip

- Other

Resource Details Page

Lets 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

From the [:] More Menu, actions include:

The following actions are available from the More menu depending on the resource type:

- [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

Listed below are the other actions available on this page.

- **Operation Log** tab tracks all operations sent to and received from a printer.
- **Preview tab** will display the selected resource.
- [Edit a Resource](#) allows you to rename and revise the description of the resource.

Send Resource

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

Send Resource to a Printer 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 open the Resource Details Page.

2. Click the ⋮ **More** menu.

3. From the dropdown menu, select **Send Resource**.
   The Send Resource <resource name> dialog box appears at the top of the Printers View.

4. Select the printer(s) using one of the following methods.
   - Click the individual checkbox beside a specific printer in the Printers list.
   - Click **Select All** in the dialog box.

5. Click **Send** to send the resource to the selected printer(s).
   Click ✕ to close the dialog box and return to the Resources Details page.

Store Resource

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

Store Resource on a Printer 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 open the Resource Details Page.

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

3. From the dropdown menu, select **Store Resource**.

   The Store Resource <resource name> dialog box appears at the top of the Printers View.

4. Select the printer(s) using one of the following methods.

   • Click the individual checkbox beside a specific printer in the Printers list.

   • Click **Select All** in the dialog box.

5. Click **Store** to store the resource on the selected printer(s).

   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 Resource

Delete 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 will open the Resource Details Page.

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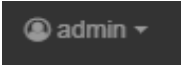
   Click **Cancel** to remain on the Resource page.

Edit a Resource

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.

User Menu

This page (accessed from) 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](#)
- [Role Details Page](#)
- [Configuration](#)
- [Static IP Addresses](#)
- [System Log](#)
- [License](#)
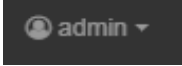- [About](#)
- Logout

Change Password

Change the Password from the User Menu

1. Click **User** menu .
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.

Manage Users and Directories from the User Menu

1. Click **User** menu .

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.

Configure LDAP Directories

1. Click **User** menu .

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 **Server Setttings** fields.

   a. **Name (Required):** This is used only for display purposes within PPME.

   b. **Hostname (Required):** The address which Active Directory is available at, should not include port or protocol prefix.

   c. **Port (Required):** The port Active Directory is available on, usually this is 389 for non-secure traffic and 636 for secure traffic.

   d. **Username (Required):** This should be the full path to a management/admin user within Active Directory that can be used for the initial connection, allowing PPME to validate/authenticate users.

   e. **Password**: The password for the management user. Click on the eye icon to show or hide the password.

6. **CA Certificate:** If using SSL, you will most likely need to add the certificate which your Active Directory system is hosting unless the certificate is signed by a trusted certificate authority. This will allow PPME to trust the Active Directory server, otherwise, the connection will be refused.

   a. To browse for the saved CA Certificate, click **+Add CA Certificate**.

   b. Navigate to your CA certificate.

   c. Click **Open** to add the file to the CA Certificate field or click **Cancel** to return to the Configure LDAP User Directory dialog.

7. **Use SSL:** Check this if the Active Directory system requires secure traffic.

8. Fill in the **LDAP Schema Settings** fields.

   a. **Base DN (Required):** This is the base distinguished name for which all queries will be run against. Generally this will be your internal domain for example zebra.lan would be an internal domain and the Base DN might be dc=zebra,dc=lan.

   The URL used to connect to the Active Directory server would be ldap://HOSTNAME:PORT/BASE_DN

   b. **Additional User DN:** This is an optional field which can be used to limit where PPME will query users, for example users may be stored in a path such as CN=PPME_Users,DC=zebra,DC=com in which case you would want to set this field to CN=PPME_Users, as the Base DN will be automatically added. It can however, be left blank and PPME will attempt

to search the Active Directory tree for users.

Use of this field requires PPME version 2.1.6638 or later.

c. **Additional Group DN:** This is an optional field which can be used to enforce users be part of an Active Directory group via their memberOf attribute.

> Example • You may have a Group within Active Directory at path CN=PPME_Admins,OU=Groups,DC=zebra,DC=lan in which case you would want to set this field to CN=PPME_Admins,OU=Groups. If you have multiple groups and you want them to be created with specific PPME roles when the users log in, you will have to create multiple LDAP User Directory entries inside of PPME where each one defines a separate Additional Group DN and Default User Role.
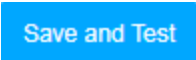
9. Fill in the **User Schema Setting**s fields.

   a. **User Name Attribute (Required):** This is the field name inside of your Active Directory system which maps the username. This is NOT a username, it is a field. Generally, this will be samAccountName if using Active Directory or if using OpenLDAP, it will probably be uid.

   b. **User Full Name Attribute (Required):** This is the field name inside of your Active Directory system which maps the user's full name.

   c. **User Email Attribute (Required):** This is the field name inside of your Active Directory system which maps the user email addresses. While this field is required, it is only used to store the email address within PPME and no validation of whether it is a valid email address occurs. Therefore, if you are using an Active Directory system which does not map an email address to users, you can set this to something else, such as the User Name Attribute (samAccountName), and PPME will store the username as the email address.

10. Fill in the **Printer Profile Manager Enterprise Settings** field.

   • **Default User Role:** This is used to predefine which role Active Directory users will be given when they first login to PPME.
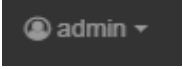
   To select the Default User Role, click on the arrowhead to the right and select User, Technician or Administrator.

11. Click Save and Test .

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

Invite Users
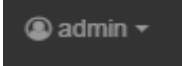
Invite Users from the User Listing Page

1. Click **User** menu .

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 Menu

User Details Page

The administrator has access to additional controls and functions to add and delete users, roles, passwords, and IP addresses. The left pane shows the Username, Full Name, Role, E-mail Address, Last Login, and the IP Address for the last login. The only field that can be changed in this pane is the Full Name.

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.

Definitions of Users' Status

- Active

- Disabled: Deactivated user

- Invited: Email was sent to activate user. (Awaiting reply.)

- Password Reset: Activated user was sent email with password reset required.

Note • A user account that has been "removed" will not appear in the list of Users.

From the ⋮ More Menu, actions include:

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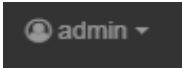
Tabs on this page include:

- [Operation Log](#)

Change User Role

This page allows the administrator to change the user's role from the User Details Page.
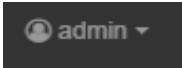
Change the User Role

1. Click **User** menu ⬛admin ▾.

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.

Invalidate Active Sessions
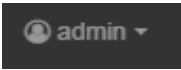
1. Click **User** menu ⬛admin ▾.

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.

Change the User Email
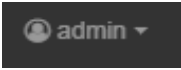
1. Click **User** menu .

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.

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.

Reset the User Password from the User Details Page

1. Click **User** menu .

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.
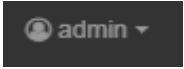
   Note • Resetting the password will also invalidate all active sessions

5. Click **Reset Password**.
   Or, click **Cancel** to return to the User Details page.

Deactivate User

This allows the administrator to disable users on the User Details Page.

Deactivate a User

1. Click **User** menu .

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

3. Select user to deactivate.

4. Click the **More** menu.

5. Select **Deactivate User**.

> **Note •** The **Deactivate User** option only appears for Active users.
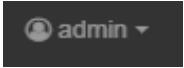
    The Deactivate User dialog appears.

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

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

Remove User

This allows the administrator to remove a user from the User Details Page.

Remove a User

1. Click **User** menu .

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

3. Select user to remove.

4. Click the **More** menu.

5. Select **Remove User**.

    The Remove User dialog appears.
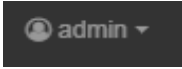
6. Click **Remove** to remove the selected user.

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

Activate User

This allows the administrator to reinstate a user.

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

Activate a User

1. Click **User** menu .

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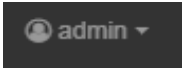
5. Click **Activate** to reinstate the selected user.

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

   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.

Invite Users from the Users Details Page

1. Click **User** menu .

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.

Operation Log

The Operation Log tracks all changes associated with the User accounts. These operations include user account activation and deactivation, invitations, creation and removal, and password resets. The log will indicate if the operation was completed.
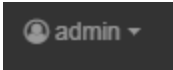
Roles View

The Roles page allows users with the appropriate permission to add, view and modify permissions of the custom roles. The name, description and number of assigned users are listed. A maximum of 25 roles,

including the default roles, are allowed.

Navigate to the Roles Page

1. Click **User** menu ⓐ admin ▾ .

2. Select **Roles** from the dropdown menu.

3. The Roles page appears with all roles listed.
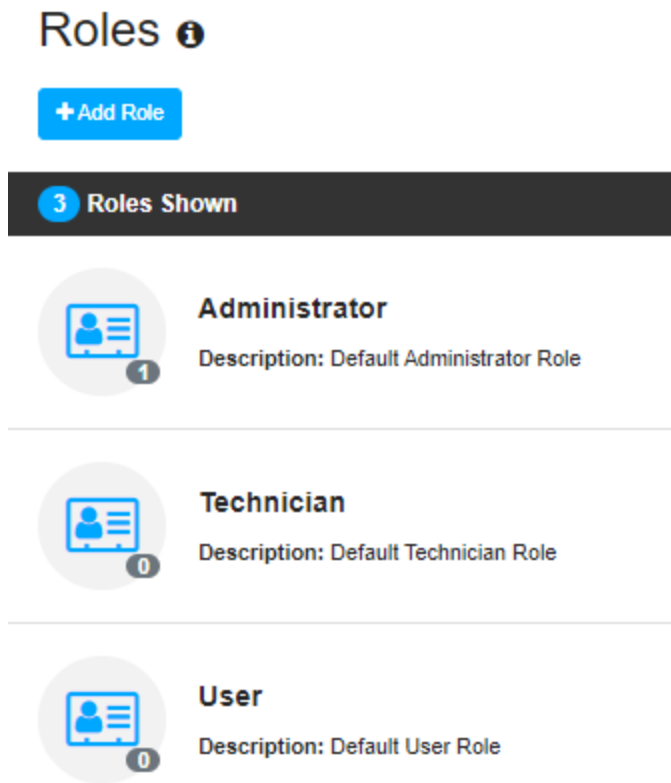
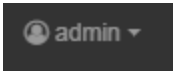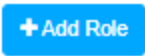## Listed below are the other actions available on this page.

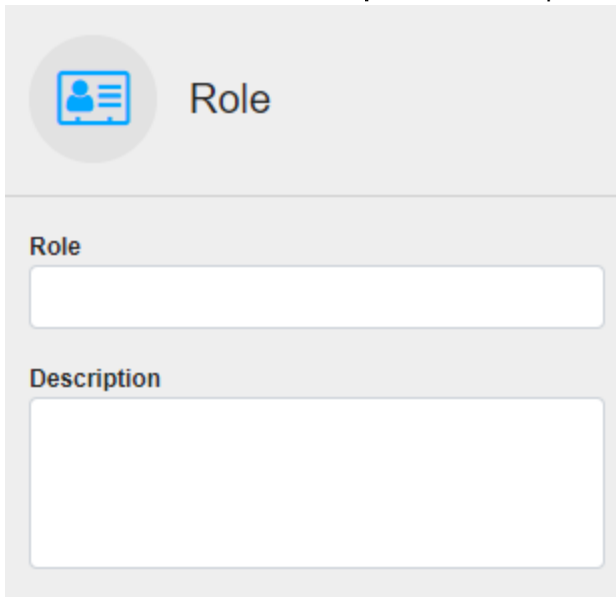- +Add Role will permit you to create a new role if you have permission for adding a role.

What can I do?

If you wish to modify a role, click on the specific role to navigate to the Role Details Page.

Add Role

1. Click **User** menu ![admin ▾].

2. Select **Roles** from the dropdown menu.

3. Click **+Add Role** ![+Add Role]. The **Add Role** page is displayed.

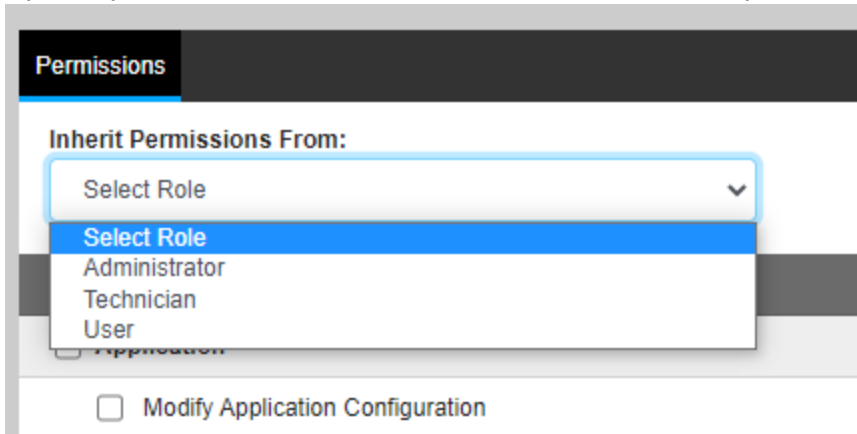4. Enter a **Role** name and **Description** in the left panel.
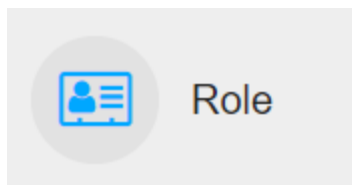
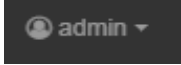5. Optionally select a role from the **Inherit Permissions From** dropdown box in the right panel.

6. Select or deselect the desired permissions.
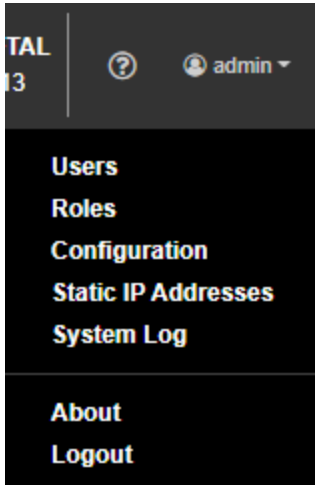
7. Scroll down and click the **Apply** button.

Role Details Page

The left pane shows the Role name, Description, and the number of assigned users for that role. Nothing can be changed in this view.

User Menu

Navigate to the Role Details Page

1. Click the User menu .

2. Select **Roles** from the dropdown menu.

3. Click on a single role to select it. The **Role Details** page for that role appears.

Tabs on this page include:

- **Assigned Users:** displays list of assigned users.

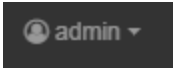- **Permissions:** displays list of permissions associated with chosen role.

Actions on this page include:
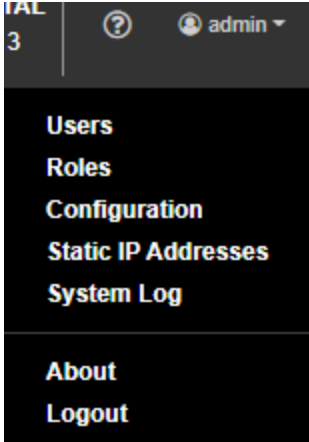
- Edit Role for non-default roles.

- Delete Role for non-default roles.

Edit Role

Note • The default Administrator, Technician, and User roles cannot be modified. Refer to the Actions and Permissions table for details on permissions that are required for specific actions.

1. Click **User** menu ![admin dropdown button] .

2. Select **Roles** from the dropdown menu.

![User menu dropdown showing Users, Roles, Configuration, Static IP Addresses, System Log, About, Logout]

3. Click on the role to be edited. The **Role Details** page appears.

4. Click the More menu ![More menu icon] and select **Edit Role**.

5. Make any desired changes to the **Role** name or **Description** in the left pane.

6. To change permissions;

    i. Click on the **Permissions** tab in the right pane. The list of currently selected permissions appears.

    ii. Update any permission as necessary by checking or unchecking the appropriate box.

7. Scroll down and click the **Apply** button.

Note • Associated users will be logged out of active browser sessions and updated permissions will take effect upon the next user login.
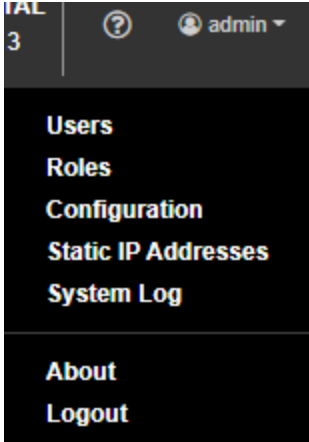
Delete Role

Note • Any user assigned the default Administrator role, or any role that has the Users and Roles permission, can delete roles. The default Administrator, Technician, and User roles cannot be deleted.

1. Click **User** menu ![admin dropdown] .
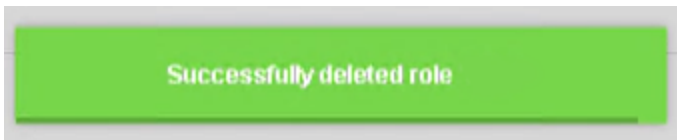
2. Select **Roles** from the dropdown menu.

3. Click on the role to be deleted. The **Role Details** page appears.

4. Click the More menu ![More menu] and select **Delete Role**. A dialog box appears asking "Are you sure you want to delete role. . ."

5. Click **Delete**. If no users are assigned to the role, a success confirmation appears: "Successfully deleted role. . ."

6. If users are assigned to this role, you are prompted to assign another existing role to these users. Select a new role and click **Accept**.

7. The role is deleted and a success confirmation appears: "Successfully deleted role. . ." If necessary, cancel the operation and reassign users to the appropriate roles.
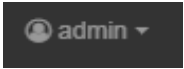
Configuration

This page allows the administrator to configure WebLink settings for printers, SSL settings, SMTP settings, Proxy settings, Operation Log retention policy, Analytics and Usage settings, and Beta Features.

Note • If the server SSL certificate is upgraded to a SHA-256 based certificate, the printer firmware must be Link-OS 5.0 or higher.

Configure Settings from the User Menu

1. Click **User** menu [@ admin ▼].

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

   The Configuration dialog page appears.

3. Scroll to the appropriate section and fill in the required fields.

   For more detailed information on each section, see the list under What can I do?

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.

- Weblink Settings for Printer Configuration
- SSL Settings
- SMTP Settings
- Proxy Settings

- Date and Time Settings

- Analytics and Usage Settings
- Beta Features

Weblink for Printer Connections

These settings are used when a printer is added to the server. They must match the values when used during server setup. If they are wrong, your printers will not be able to connect.
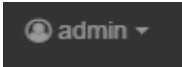
- Hostname: fully-qualified network name of the server hosting PPME.
- Port: the way a client program specifies a particular server program on a computer in a network.
- Weblink URL: this is the address the printer will connect to for this connection.

- Backup

- Restore

- DNS Server List

- DNS Domain Name

- Proxy: the URL of any required proxy server. If you have a proxy server, you may set that up here.

- Authentication Server: field used to set up proxy credentials

- Username: field used to set up proxy credentials

- Password: field used to set up proxy credentials

- Download Troubleshooting Information

Weblink for Printer Connections

Change Connections

1. Click **User** menu [@ admin ▾] .

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

3. For **Weblink Settings for Printer Connections,** fill in the fields to set up your server. (This is the server to which your printers will connect.)

4. Enter the Hostname.

5. Select <u>one</u> of the connection types based on the printers to be connected:

Advanced Printer Connections & Certificates

Uses SHA-2 certificates for:

- Label printers running Link-OS v5 and later
- Card printers running Link-OS v1 and later

1. Enter the **Weblink URL**.

2. Click the **Edit** icon.

   a. Fill in the **Server Certificate** name or click the folder icon to locate and select a saved server certificate.

   b. Enter the **Server Certificate Password**. You may click the eye icon to show or hide the password.

   c. (Optional) Enter the **Server Trust Certificate** or click the folder icon to locate and select a saved server trust certificate.

      d. (Optional) Enter the **Printer Certificate** or click the folder icon to locate and select a saved printer certificate.

      e. Enter the **Printer Certificate Password**. You may click the eye icon to show or hide the password.

      f. (Optional) Enter the **Printer Trust Certificate** or click the folder icon to locate and select a saved printer trust certificate.

      g. Enter the **Port** number.

3. Click **Generate Certificates**, if desired.

4. Click **Save** to keep your settings.

   Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

Basic Printer Connections & Certificates

Uses SHA-1 certificates for:

- Label printers running Link-OS v4 and earlier

1. Enter the **Weblink URL**.

2. Click the **Edit** icon.

      a. Enter the **Printer Certificate** or click the folder icon to locate and select a saved printer certificate.

      b. Enter the **Printer Certificate Password**. You may click the eye icon to show or hide the password.

      c. Enter the **Port** number.

3. Click **Generate Certificates**, if desired.

4. Click **Save** to keep your settings.

   Or, click Cancel to exit. Your will remain on the Configuration dialog page.

6. Click **Save** to keep your Weblink for Printer Connections settings and certificates.

   Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

All Connection Settings and Certificates

Backup all Connection Settings and Certificates

1. Click the **Backup** button.

   The Backup All Connection Settings and Certificates dialog opens.

2. Enter the **Backup Archive Password**. You may click the eye icon to show or hide the password.

3. Click **Backup.**

Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

Restore all Connection Settings and Certificates

1. Click the **Restore** button.

2. Navigate to your saved settings and certificates file. Click **Open** to continue or **Cancel** to return to the Configuration dialog page.

   The Restore All Connection Settings and Certificates dialog opens.

3. Enter the **Backup Archive Password**. You may click the eye icon to show or hide the password.

4. Click **Restore** and click **Proceed** to continue.

   Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

DNS Server List, DNS Domain Name, Proxy and Authentication

Add a DNS Server List, DNS Domain Name, Proxy and Authentication

1. Enter the **DNS Server List**.

   This is a space-delimited list that will be used by the printers to resolve the server DNS name.

2. Enter the **DNS Domain Name**.

   Note • Whitespace is not allowed.

3. (Optional) Enter the **Proxy URL**.

   This value is a string and whitespace is not allowed.

   Note • For a proxy server, you must use basic authentication.

4. Enter the **Authentication Server** address.

5. Enter the Authentication **Username** .

6. Enter the Authentication **Password**. You may click the eye icon to show or hide the password.

   The trashcan icon will delete the associated authentication entry.

7. If you need to download troubleshooting information, click .
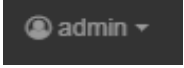
8. Click **Save** to keep your settings.

   Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

UI SSL Settings

Update the User Interface and Printer Weblink Certificates. Uploading an invalid certificate may cause Printer Profile Manager Enterprise to become inoperable.

- UI Certificate: User Interface certificate is used for Secure Socket Layer (SSL) connections via web browsers.

Change UI SSL Settings

1. Click **User** menu .

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

   The Configuration dialog page appears.

3. Scroll down to **UI SSL Settings**.

4. Click .

5. On the Update Certificate Details dialog, fill in the fields to set up the user interface certificate. These fields include:

   a. Company

   b. Department

   c. Address

   d. City

   e. State

   f. Country

   g. Postal Code

   h. Email Address

   i. Phone Number

   j. Server Name (Fully Qualified Domain Name)

6. Click **Update** to keep your settings and create the UI certificate.

   Or, click **Cancel** to exit without saving and return to the Configuration page.

7. Enter the **UI Certificate** name or click **Generate** to create the certificate.

8. If you have a saved certificate, click **Import**.

   (An external certificate may be a locally saved copy from a previous installation or a certificate signed by your own CA.)

9. Enter the **Port** number.

10. If you imported your certificate, enter the **UI Certificate Password**. You may click the eye icon to show or hide the password.

Change the UI Certificate

1. For the UI Certificate, browse to the file by clicking on the + sign.

2. Set the Port to <XXX> for the UI Certificate field.

3. Enter the password. Click the eye icon to show or hide the password.

4. Click **Generate** to create the new self-signed UI Certificate.

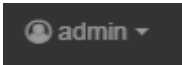   Or, click **Upload** to upload an external certificate.

   (An external certificate may be a locally saved copy from a previous installation or a certificate signed by your own CA.)

SMTP Settings

Update the SMTP settings to send registration and license notifications.

- Host IP address
- Port
- Username

- Password

- From Address - email address
- Test Email Address
- Enable SSL
- Require Authentication

Change SMTP Settings

1. Click **User** menu .

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

3. Scroll down to **SMTP Settings**.

4. Enter the IP address for your **Host**.

5. Enter the **Port** number.

6. Enter the **Username**.

7. Enter the **Password**. Click the eye icon to show or hide the password.

8. Enter the **From Address**. This is an email address.

9. Enter your **Test Email Address**.

10. To check your SMTP settings, click [Send Test Email] .

11. If you want to use Secure Socket Layer (SSL), check **Enable SSL**.

12. If you want to use Authentication, check **Require Authentication**.

13. Click **Save** to keep your settings.

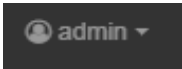   Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

Proxy Settings

Update the proxy settings to be used to connect to the licensing server.

- Host

- Port

- Username

- Password

- Test Proxy Settings

Change Proxy Settings
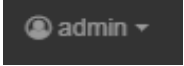
Note • For a proxy server, you must use basic authentication.

1. Click **User** menu [admin ▾] .

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

3. Scroll down to **Proxy Settings**.

4. Enter your **Host.**

5. Enter the **Port** number.

6. Enter the **Username**.

7. Enter the **Password**. Click the eye icon to show or hide the password.

8. To check your proxy settings, click [Test Proxy Settings] .

9. To delete all the information in the Proxy Settings, click [🗑] .

10. Click **Save** to keep your settings.

    Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

Date and Time Settings

To ensure proper conversion to local time, it is recommended that you enable Use Coordinated Universal Time (UTC).

Enable or Disable UTC

1. Click **User** menu .

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

3. Scroll down to **Date and Time Settings**.

4. Click the button to **Enable** or **Disable** to Use Coordinated Universal Time (UTC).

5. Click **Save** to keep your settings.
   Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

Analytics and Usage Settings

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

Recommended System Requirements for analytics = 1 TB of storage.

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 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.)

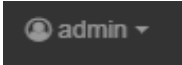Recommended System Requirements for printer analytics = 1 TB of storage.

Printer Analytics are disabled by default.

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

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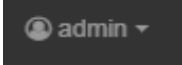
To Change Analytics and Usage Settings

1. Click **User** menu .

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

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

4. Click on the button to **Enable** or **Disable** the following:

   - Gather Application Analytics

   - Gather Printer Analytics

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

Enable Battery Monitoring and Statistics

Note • To enable Battery Monitoring you must first enable Printer Analytics.

1. Click **User** menu .

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

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

4. Click on the button to **Enable** or **Disable** for Battery Monitoring.

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

Beta Features

Beta Features test new, experimental functionality.

Enable or Disable Tagging Policy

If Tagging Policy is enabled, the top navigation bar tab changes from **Tags** to **Tagging**. Under **Tagging**, the dropdown menu includes a **Tags** view and a **Tagging Policies** view.

1. Click **User** menu .

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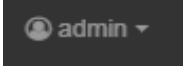   The Configuration dialog page appears.

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

4. Click on the button to **Enable** or **Disable** for Tagging Policy.

> **Note** • **Disable** means:
> - New printers will not be tagged with the Auto-Tag policy.
> - New Auto-Tags will not be generated.
> - Existing Auto-Tags will be displayed on the Tags View.

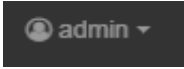5. Click **Save** to keep your settings.
   Or, click **Cancel**.

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. Before you can assign static IP addresses, you must have a network configuration set up.

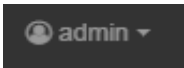### Assign, View, and Delete Static IP Addresses

1. Click **User** menu ▢ admin ▾ .

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.

View the System Log

1. Click **User** menu ▢ admin ▾ .

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

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.
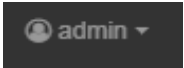
Setup

For the PPME licensing system to work, the server must have continued internet access and be able to reach my.nalpeiron.com using port 443.

Note • If the server is unable to access my.nalpeiron.com, the server will revert to an unlicensed status and may indicate "License Expired".
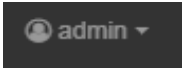
Enter a New License Code

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 .

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 .

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

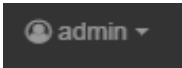## Effects of License Limits

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.n-alpeiron.com even after installation.

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.

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 .

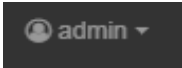2. Choose **Release** (beside **License Code**) and confirm.

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. Other system information available on this page includes the database size and log directories.

View the About Page

1. Click **User** menu .

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

   The About dialog opens to show the current PPME version, and provides links to the Open Source Usage notice, EULA, and zebra.com.

GLOSSARY

A

account roles

set the specific functions and permissions within PPME for each role. Possible roles include: Administrator, Technician, and User.

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

auto-sign

NDES & SCEP can be configured to automatically sign the certificate signing request

Auto-Tag

automatically tag a printer when its printer setting matches a specific value. An auto-tag is created by the user on a single printer and is not created by an Auto-Tag Policy.

B

basic authentication

a simple authentication scheme built into the HTTP protocol. The client sends an HTTP request with the Authorization header that contains the word Basic followed by a space and a base64-encoded string <username:password>.

battery monitoring

a 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

certificate

consists of public information identifying the device and a set of public and private keys used for encrypted communication.

Certificate Authority (CA)
> A trusted entity that issues digital certificates, which are data files used to cryptographically link an entity with a public key. Often, a digital certificate contains an expiration date for the certificate and information about the CA.

Certificate Management Item (CMI)
> the system in Printer Profile Manager Enterprise that controls the distribution of a certificate to printers on a user-defined schedule

Certificate Signing Request (CSR)
> a standardized format to send to a CA server, which then provides a signed certificate.

challenge password
> is a password which is required to sign a certificate

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

Coordinated Universal Time (UTC)
> the name and abbreviation used to standardize time and clocks across the world (UT0, UT1, UT2, etc.) and follows the time zone names in all languages. Formerly known as Greenwich Mean Time.

D

days before expiring
> timeframe during which a certificate must be updated

E

Encryption Algorithm (and Key Size/Curve)
> specifies how the certificate should be encrypted

F

Files to Process
> files that are executed by the printer, where execute may mean printing a format from a file. Files to Process are stored on the server. (Files to Store are stored on the printer.)

Files to Store
> included in a profile will be stored in a printer's memory when the profile is applied. (Files to Process are executed by the printer.)

H

hostname or DNS name
> fully-qualified domain name

L

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

M

message digest
> size of the certificate's digital signature.

N

NDES (Network Device Enrollment Service)
> a security feature in Windows operating versions. NDES provides and manages certificates used to authenticate traffic and implement secure network communication with devices that might not otherwise possess valid domain credentials.

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

O

objects
> 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 applies. 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 collection of a printer's settings plus other optional elements such as network configurations, files to store, files to process, firmware, and virtual devices.

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

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

proxy
>   the URL of any required proxy server

R

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

S

SCEP (Simple Certificate Enrollment Protocol)
>   a standard certificate signing protocol implemented by many certificate authority servers

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

SetGetDo (SGD)
>   is a method to access printer settings and configurations. For more information, see the Programmer's Guide.

SHA
>   Secure Hash Algorithm (SHA)

SHA-1 printer certificate
>   is a Zebra-signed certificate used for printer communication.

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

tag
> a custom label used to identify and group your devices

tagging policy (or auto-tag policy)
> automatically creates multiple auto-tags, and tags multiple printers when the printer setting matches any unique value.

U

UI Certificate
> User Interface (UI) certificate is used for Secure Socket Layer (SSL) connections via web browsers.

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

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