

Dell Printer Management
Pack
Version 4.1

Release Notes



This release notes provides information on the Dell Printer Management Pack version 4.1, which can be imported into Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2 and System Center Essentials (SCE) 2007 SP1/2010.

NOTE: All references to Operations Manager are also applicable to System Center Essentials.

The Dell Printer Management Pack version 4.1 enables SCOM/SCE to discover and monitor the status of Dell Printer devices, on a defined network segment. This improved representation, which includes the receipt of failure and pre-failure alerts, allows you to assess, respond to, and ensure the availability of Dell Printers monitored in the SCOM environment. In addition to improved availability, the management pack enhances the ability to monitor and manage the hardware in a single management solution.

What's New

- Support for new Printers and latest firmware

Hardware and Software Requirements

List of Operating Systems supported on the Management Station:

Refer to the list of supported configurations for the following SCOM versions:

- SCOM 2007 R2 - <http://technet.microsoft.com/en-us/library/bb309428.aspx>
- SCOM 2007 SP1 - <http://technet.microsoft.com/en-us/library/dd819933.aspx>
- SCE 2007 SP1 - <http://technet.microsoft.com/en-us/library/ff741762.aspx>
- SCE 2010 - <http://technet.microsoft.com/en-us/library/bb422876.aspx>

Installation

For information on installing the Dell Printer Management Pack v4.1 for Microsoft SCOM 2007 SP1/R2 and SCE 2007 SP1/2010, refer the "Dell Printer Management Pack Version 4.1 for Microsoft System Center Operations Manager 2007 R2/SP1 and System Center Essentials 2007 SP1/2010 Installation Guide".

NOTE: The Installation Guide (DellIMPv41_Printer_IG.pdf) is available under the folder where you extracted the Dell Printer Management Pack v4.1.

Prerequisites

This section provides information about the minimum requirements for installing and using the Dell Printer Management Pack version 4.1 for Microsoft System Center Operations Manager 2007 SP1/R2 and Microsoft System Center Essentials 2007 SP1/2010.

Requirements

Supported Dell Devices

* Supported Dell Printers

- Dell 1130n Mono Laser Printer
- Dell 1135n Mono Laser Printer
- Dell 1235cn Color Laser Multifunction Printer
- Dell 1320c Color Laser Printer
- Dell 1350cnw Color Laser Printer
- Dell 1355cn/cnw Color Laser Printer
- Dell 1720dn Mono Laser Printer
- Dell 1815n Mono Laser Multifunction Printer
- Dell 2130cn Color Laser Printer
- Dell 2135cn Color Laser Multifunction Printer

- Dell 2145cn Color Laser Multifunction Printer
- Dell 2150cn/cdn Color Laser Printer
- Dell 2155cn/cdn Color Laser Printer
- Dell 2330dn Mono Laser Printer
- Dell 2335dn Mono Laser Multifunction Printer
- Dell 2350dn Mono Laser Printer
- Dell 2355dn Mono Laser Printer
- Dell 3010cn Color Laser Printer
- Dell 3110cn Color Laser Printer
- Dell 3115cn Color Laser Multifunction Printer
- Dell 3130cn Color Laser Printer
- Dell 3330dn Mono Laser Printer
- Dell 3333dn Mono Laser Printer
- Dell 3335dn Mono Laser Printer
- Dell 5130cdn Color Laser Printer
- Dell 5210n Mono Laser Printer
- Dell 5230n/dn Mono Laser Printer
- Dell 5310n Mono Laser Printer
- Dell 5330dn Mono Laser Printer
- Dell 5350dn Mono Laser Printer
- Dell 5530dn Mono Laser Printer
- Dell 5535dn Mono Laser Printer
- Dell 7330dn Mono Laser Printer
- Dell 7130cdn Color Laser Printer

Upgrade

You can upgrade Dell Printer Management Pack version 4.0 to Dell Printer Management Pack version 4.1.

NOTE: You cannot apply Dell Printer Management Pack version 4.1 as an upgrade over Dell Management Pack version 3.x or any other versions prior to Dell Management Pack version 3.x. Importing the Dell Printer Management Pack version 4.1 over the Dell Management Packs version 3.x is not a supported configuration.

Uninstallation

For information on uninstalling the Dell Printer Management Pack version 4.1, see the "Dell Printer Management Pack Version 4.1 for Microsoft System Center Operations Manager 2007 R2/SP1 and System Center Essentials 2007 SP1/2010 Installation Guide".

NOTE: The Installation Guide (DellIMPv41_Printer_IG.pdf) is available under the folder where you extracted the Dell Printer Management Pack version 4.1.

Notes

- "Launch Printer Console Task" is available only in the System Center Operations console. The System Center Operations Manager Web Console does not have this task.
- In the System Center Operations Manager Web Console, the printer attributes will not be seen as part of the tool tip.

- If the Printer Console launch displays a "Page cannot be displayed" error, ensure that there is network connectivity from the device, and the device is configured with a valid IP address.
- The Unit Monitor "Device Status Check" is disabled for all Dell printers in the Dell Printer Management Pack.

NOTE: A user can enable the "Device Status Check" Unit Monitor if required, by using overrides in a custom management pack. Any information/explanations that the customers need to be aware of, but aren't known issues/open issues can come here.

Open Issues and Resolutions

Issue 1- DF350807: Alerts that have been received are not removed once after the deletion of printers from Network Work device list.

Description

Alerts received for the discovered printers are not removed from the printer Alerts view even after the corresponding printers are deleted from the SCOM console. These alerts exist, even after closing and re-opening the SCOM console.

Resolution

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

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2 and System Center Essentials (SCE) 2007 SP1/2010

Issue 2 - DF337321: Attribute list shown in Diagram view for Printers is incomplete.

Description

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

Resolution

Switch to the State view to view the Printer

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2 and System Center Essentials (SCE) 2007 SP1/2010

Issue 3 - DF337877: Missing attribute values for attribute having multiple values.

Description

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

Resolution

No known resolution.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2 and System Center Essentials (SCE) 2007 SP1/2010.

Corrected Problems

The following problems were reported in earlier releases of Printer Management Pack version 4.0 and have been corrected in this release:

Issue 1 - DF338777: Invalid Input Vendor name and Output Vendor name attribute of 7330n printer.

Description

Discover 7330n printer in SCOM Console. Compare the attributes shown in SCOM Console with SNMP Walk. Invalid values are displayed in "Input Vendor Name" and "Output Vendor Name" in SCOM Console.

Resolution

Check on -0x44-0x65-0x6C-0x6C-0x00 value made for PrinterInputVendorName and PrinterOutputVendorName. Whenever it encounters it is taken as "Dell". -0x44-0x65-0x6C-0x6C-0x00 is hex value of "Dell".

Global Support

For information on technical support, visit dell.com/contactus.

For information on documentation support, visit support.dell.com/manuals. On the Manuals page, click Software ->Systems Management. Click on the right-side, and select the product to access the documents. For information on technical support, visit www.dell.com/contactus.

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