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

Notes

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

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Introduction

This guide describes how to install the Dell Printer Management Pack version 4.1 for Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010.

Prerequisites

Management Station Requirements

The management station requirements to install the Dell Printer Management Pack version 4.1 and import the Dell Printer Management Pack are:

- SCOM 2007 SP1/R2 or SCE 2007 SPI/2010.

  You need to apply SCE 2007 SP1 KB articles 971541 and 960569 for Dell Printer devices to be discovered and managed by the SCE Printer Management Pack.

- Simple Network Management Protocol (SNMP) enabled on all Dell Printers to discover Dell Printers on the network and perform network device discovery.
- A valid IP address for all SNMP enabled printers, for the management station to communicate with the printers.

Accessing the Printer Management Pack

The Dell Printer Management Pack version 4.1 is packaged in the self extracting executable **Dell_Printer_Management_Pack_v4.1_A00.exe** file that contains the following:

- Dell.Connections.HardwareLibrary.mp
- Dell.NetworkDevice.Printer.mp
- DellMPv41_Printer_Readme.txt
- DellMPv41_Printer_IG.pdf

The **Dell_Printer_Management_Pack_v4.1_A00.exe** is available at **support.dell.com**.

Installing the Dell Printer Management Pack v4.1

To install the Dell Printer Management Pack v4.1, perform the following steps:

1. Download and extract the self extracting executable file from support.dell.com. For more information, see Downloading and Extracting the Self Extracting Executable.
2. Import the management pack in SCOM/SCE Operations Console. For more information, see Importing the Management Pack.
3. Perform post-import tasks. For more information, see Post Import Tasks.

Downloading and Extracting the Self Extracting Executable

To download and extract the self extracting executable **Dell_Printer_Management_Pack_v4.1_A00.exe**:

1. Go to **support.dell.com→ Drivers & Downloads**.
2. Select Your Product Model. For example, **Dell Laser Printer 1720/1720dn**.
3. In the **Category** field, select **Systems Management**.
4. Select the download option and specify a path to save the self extracting executable **Dell_Printer_Management_Pack_v4.1_A00.exe** file.

5 Extract the contents of **Dell_Printer_Management_Pack_v4.1_A00.exe** file either in the folder where you downloaded it or in the default location, which is **C:\Dell Management Packs\Printer Management Pack\4.1**.

The above folder contains the following files:

- Dell.Connections.HardwareLibrary.mp
- Dell.NetworkDevice.Printer.mp
- DellMPv41_PrinterMP_Readme.txt
- DellMPv41_Printer_IG.pdf

Importing the Management Pack

To import the Printer management pack, use the **SCOM/ SCE Import Management Pack** wizard:

1 Click **Start→ Programs→ System Center Operations Manager 2007/ SCE 2010** and select **Operations Console**.

2 In **Operations Console**, click **Administration** on the navigation pane.

3 Expand the **Administration** tree, right-click **Management Packs**, and select **Import Management Packs**.

4 Click **Add**. Select **Add from disk**.

NOTE: This is applicable to SCOM R2 and SCE 2010.

5 Browse to the management pack location, select the management packs you want to import, and click **Open**.

The **Import Management Packs** screen is displayed with the selected management packs in the **Import List**.

6 Click **Install** to complete the task.

Post Import Tasks

After you import the Dell Printer management pack, you must perform the following tasks to ensure that the Dell printers are discovered and monitored from the **SCOM/ SCE Operations Console**:

1. Discover the Dell Printers using the **SCOM/ SCE Discovery** wizard. For more information on using the **Discovery** wizard, see the *SCOM/ SCE Online help*.
2. Add all the objects covered by the Dell Printer management pack that are displayed in the **Authoring** tab of the **Operations Console** under **Management Pack Objects→ Object Discoveries**. For more information on adding objects, see Adding Dell Printer Management Pack Objects.
3. Click the **Monitoring** tab of the **Operations Console** and make sure the following are displayed in the **Monitoring** pane:
   - **Printer Alerts** under **Dell Alerts Views**.
   - **Printer Group** under **Dell Diagram Views**.
   - **Printers** under **Dell State Views**.

Adding Dell Printer Management Pack Objects

You must add the objects covered by the Dell Printer management pack to discover and monitor the Dell Printers.

To add the objects:

1. In the **Operations Console**, click the **Authoring** tab.
2. Select **Object Discoveries** under **Management Pack Objects** on the **Authoring** pane.
3. In the **Object Discoveries** pane, click **Change Scope** on the top right hand corner of the screen to display the **Scope Management Pack Objects** window.
4. Select the **View all targets** option to display all the objects.
5. Under **Target**, select all the Dell Printer objects and click **OK**.

   The Dell Printer management pack objects are displayed in the **Object Discoveries** pane.

Upgrading From Previous Management Packs

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

Upgrading From Dell Printer Management Pack 4.0

You can upgrade from the Dell Printer Management Pack version 4.0 to version 4.1. To upgrade to the current version:

1. Follow the steps as given in Installing the Dell Printer Management Pack v4.1.
2. Import the new management pack. For more information, Importing the Management Pack.

NOTE: When you upgrade from version 4.0 to version 4.1, the devices that displayed a critical or warning state before upgrading, display a normal state after upgrading, even though they are still in critical or warning state. The devices display the correct health status only in the subsequent monitoring cycle.

NOTE: After you upgrade the management pack to version 4.1, you may see some of the components in **Diagram** view still displaying default icons. You need to restart the **Operations Console** with the **/clearcache** option to see the new icons.

Upgrading From Dell Printer Management Pack Version 3.x

Upgrading from 3.x version is not supported. Ensure that you delete Dell Printer Management Pack 3.x before importing the Dell Printer Management Pack version 4.1.

Deleting the Printer Management Pack

While deleting the Dell Printer MP, ensure that you delete the management pack before deleting the base folder utility.

1. Select **Administration** →**Management Packs** in the SCOM/SCE **Operations Console**.
2. Select the **Dell Printer MP** from the Management Packs pane.

3 Right-click the selected Dell Printer MP and click **Delete**.

After deleting the management pack or utility, it is recommended that you close and re-launch the SCOM/ SCE console.

NOTE: Deleting any of the Management Packs may affect the scope of some user roles.

Microsoft Guidelines for Performance and Scalability for Operations Manager 2007 SP1/R2 SCE 2007 SP1/ SCE 2010

For optimal performance, deploy device-specific Dell Management Packs on different management stations.

For information on Microsoft's recommendations for scalability, see **technet.microsoft.com/hi-in/library/bb735402(en-us).aspx**

NOTE: Make sure that the **Autogrow** Option is enabled in Operations Manager Database.

Security Considerations

Operations Console access privileges are handled internally by SCOM/ SCE.

This can be setup using the **User Roles** option under **Administration** → **Security** feature on the SCOM/ SCE console. The profile your role determines what actions you can perform. For more information on security considerations see the *Microsoft Operations Manager 2007 SP1*, *Microsoft Operations Manager 2007 R2*, or the *Microsoft Systems Centre Essentials SP1/SCE 2010 online help*.