Dell Printer Management Pack Version 6.1 for Microsoft System Center Operations Manager Release Notes

This document describes the features, important notes, and known issues and resolutions in Dell Printer Management Pack version 6.1 for Microsoft System Center Operations Manager.

Release type and definition

Dell Printer Management Pack Version 6.1 for Microsoft System Center Operations Manager

This release notes provides information on the Dell Printer Management Pack version 6.1, which can be imported into Microsoft System Center 2016 Operations Manager, Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager, and Microsoft System Center Operations Manager 2007 R2.

> **NOTE: All references to OpsMgr in this guide are applicable to Microsoft System Center 2016 Operations Manager, Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager, and System Center Operations Manager 2007 R2, unless otherwise specified.**

The Dell Printer Management Pack version 6.1 enables OpsMgr to discover and monitor the status of Dell Printers, on a defined network segment. This representation, which includes the receipt of failure and prefailure alerts, allows you to assess, respond to, and ensure the availability of Dell Printers monitored in the OpsMgr environment.

Current Version

6.1

Release Date

June 2017

Previous Version

6.0

Importance

OPTIONAL: Dell recommends the customer to review specifics about the software update to determine if it applies to your system. The update contains changes that impact certain configurations, or provides new features that may/may not apply to your environment.

What is supported

Printer Monitoring

Management Server (MS) requirements:

- Supported operating systems:

    – For OpsMgr 2016, see **technet.microsoft.com/en-us/system-center-docs/system-requirements/operating-systems-compatibility**.
    – For OpsMgr 2012 R2, OpsMgr 2012 SP1 and OpsMgr 2012, see **technet.microsoft.com/en-us/library/hh205990.aspx**.
    – For OpsMgr 2007 R2, see **technet.microsoft.com/en-us/library/bb309428(en-us).aspx**.

Supported Dell Printers

Mono Laser Printers:

- Dell 1130n
- Dell 1135n
- Dell 1720dn
- Dell 2330dn
- Dell 2350d/dn
- Dell 2355dn
- Dell 3330dn
- Dell 3333dn
- Dell 3335dn
- Dell 5210n
- Dell 5230dn
- Dell 5310n
- Dell 5330dn
- Dell 5350dn
- Dell 5530dn
- Dell 5535dn
- Dell 7330dn
- Dell B1160w Wireless
- Dell B1265dnf
- Dell B2360d/dn
- Dell B2365dnf
- Dell B3460dn
- Dell B3465 dn/dnf
- Dell B5460dn
- Dell B5465dnf
- Dell B1260dn
- Dell E310dw
- Dell S2830dn
- Dell S5830dn
- Dell 2230d
- Dell 5230n

Color Laser Printers:

- Dell 1320c
- Dell 1350cnw
- Dell 1355cn/cnw
- Dell 2130cn
- Dell 2150cn/cdn
- Dell 2155cn/cdn
- Dell 3110cn
- Dell 3130cn/cdn
- Dell 5130cdn
- Dell 7130cn/cdn
- Dell C1660W
- Dell C1760 cnw
- Dell C1765 cn/cnw
- Dell C3760dn
- Dell C3760n
- Dell C3765dnf
- Dell C2660dn
- Dell S3840cdn
- Dell S5840cdn

Mono Laser Multifunction Printers:

- Dell 2335dn
- Dell B1265dnf
- Dell B1265dfw
- Dell B1163w
- Dell B1165nfw
- Dell B2375dfw
- Dell B2375dnf
- Dell E514dw
- Dell E515dn
- Dell E515dw
- Dell H815dw
- Dell S2810dn
- Dell S2815dn

Color Laser Multifunction Printers:

- Dell 1235cn
- Dell 2135cn
- Dell 2145cn
- Dell 3115cn
- Dell C2665dnf
- Dell C7765dn
- Dell C5765dn
- Dell E525w
- Dell H625cdw

- Dell H825cdw
- Dell S2825cdn
- Dell S3845cdn

What's new

The release highlights are as follows:

- Support for Microsoft System Center 2016 Operations Manager.
- Added support for additional printers; Mono Laser, Color Laser, Multifunction Mono/Color Laser.
- Support for the following firmware versions:

    - A01, A00 for mono laser printers.
    - 20161024.0647, 2016.0916.1012 for mono laser multifunction printers.
    - CB.030.058, CB.021.04701 for color laser printers.
    - 20161024.0648, 2016.0916.1012 for color multifunction printers.

Fixes

Discovered Dell printers do not respond to SNMP requests.

Description

Printers fail to respond to SNMP ping requests. Hence, the printers' health status is set to warning, and the icon appears grey indicating that the device is not monitored.

Important Notes

NA

Known Issues and resolutions

- **Issue 1**

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

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

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

    Versions affected:

    - OpsMgr 2016
    - OpsMgr 2012 SP1
    - OpsMgr 2012 R2
    - OpsMgr 2012
    - OpsMgr 2007 R2

- **Issue 2**

    Description: Attribute list shown in Diagram View for Printers is incomplete.

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

    Resolution: Switch to the State View to view the Printers' properties.

Versions affected:

- OpsMgr 2016
- OpsMgr 2012 SP1
- OpsMgr 2012 R2
- OpsMgr 2012
- OpsMgr 2007 R2

- **Issue 3**

  Description: Missing attribute values for attribute having multiple values.

  For 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 the OpsMgr.

  Resolution: None

  Versions affected:

  - OpsMgr 2016
  - OpsMgr 2012 SP1
  - OpsMgr 2012 R2
  - OpsMgr 2012
  - OpsMgr 2007 R2

Limitations

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

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

Installation Prerequisites

For the installation prerequisites, see the section "Prerequisites" in the "**Dell Printer Management Pack Version 6.1 for Microsoft System Center Operations Manager Installation Guide**" at Dell.com/openmanagemanuals.

Installation Procedure

For information on installing the Dell Printer Management Pack version 6.1, refer **Dell Printer Management Pack Version 6.1 for Microsoft System Center Operations Manager Installation Guide** at Dell.com/openmanagemanuals.

NOTE: The Installation Guide is also available under the folder where you extracted the Dell Printer Management Pack version 6.1.

Upgrade

You can upgrade Dell Printer Management Pack version 6.0 to Dell Printer Management Pack version 6.1.

NOTE: You cannot apply or import Dell Printer Management Pack version 6.1 as an upgrade over Dell Printer Management Pack version 3.x or any other versions prior to Dell Printer Management Pack version 5.0.

Uninstallation

For information on Uninstalling the Dell Printer Management Pack version 6.1, see the **Dell Printer Management Pack Version 6.1 for Microsoft System Center Operations Manager Installation Guide**.

Contacting Dell

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

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

1. Go to **Dell.com/support.**
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.