

# Xerox Device Agent (XDA) Lite

## User Guide



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# Table of Contents

Introduction .....	1
Hardware and Software Requirements .....	1
Unsupported Configurations .....	2
Database Requirements .....	2
New Installation.....	4
Cancel Installation in a New Install .....	7
Uninstall the Application.....	7
Auto Update .....	10
Cancel Installation During Auto Update .....	10
Configuration.....	12
Register the Account.....	12
Access the Configuration Wizard .....	12
Custom Search Settings.....	16
Set Advanced Communication Properties.....	17
Search for Printers .....	21
Search for Printer Progress.....	21
Search for Printers Status .....	21
Completed.....	22
Access the User Interface .....	24
Resize the Application.....	24
System Tray and System Tray Context Menu .....	24
Popup Alerts.....	25
User Interface .....	27
Printers.....	29
Views.....	30
Dashboard.....	30
List.....	32
Common Features .....	32
List Features Only .....	34
Actions .....	36
Add a Printer by IP Address or DNS Name.....	37

Add Multiple Printers with An Address Range or Subnet .....	38
Delete Printer .....	40
Export the Printer List.....	40
Printer Properties .....	41
Status .....	42
Consumables .....	44
Information .....	46
Features .....	48
Transmitted Meters .....	50
Usage Summary.....	51
Usage Details .....	53
<b>Synchronize .....</b>	<b>55</b>
Views.....	56
Details .....	56
<b>Settings .....</b>	<b>59</b>
Search.....	59
Actions.....	61
Status Read .....	63
Actions.....	64
Local Alerts .....	66
Actions.....	67
Administrator .....	70
Actions.....	71
Languages .....	72
Actions.....	72
Updates.....	74
Actions.....	75
Log .....	76
Clear Log.....	77
<b>Troubleshooting .....</b>	<b>79</b>



# Introduction

Xerox Device Agent Lite (XDA Lite) allows you to manage printing devices over the network. The application finds printers, displays their statuses, automatically collects meters from the printers, submits the meter reads, and allows for remote management of the printers.

## Hardware and Software Requirements

Before you can start using the client software, you must ensure that the following requirements are met:

### **Operating System: (32- and 64-bit)**

- Windows® XP with Service Pack 3
- Windows Server® 2003 with Service Pack 2
- Windows Server® 2008 with Service Pack 1 and 2008 R2 with Service Pack 1
- Windows Server® 2012
- Windows® 8, Windows® 8 Pro, Windows® Enterprise
- Windows® 7 Professional, Enterprise, and Ultimate
- Windows Vista® with Service Pack 2 Ultimate, Business, and Enterprise

### **Memory**

- 512 MB RAM (1GB Recommended) for Windows® XP and Windows Server® 2003
- 1GB RAM (1.5 GB Recommended) for Windows Vista®, Windows® 7, Windows® 8, and Windows Server® 2008, 2008 R2, 2012

**Processor:** 1.7 GHz processor or better

**Hard Disk:** minimum free space is approximately 100 MB for the application and up to 500 MB for the Microsoft®.NET framework, if not previously installed.

**Minimum Resolution:** 1024x768

**Permissions:** You must install the application software on the client computer using the administrative account or an account with administrative privileges.

**Internet connection:** Required

**Notes:**

1. We recommend that you update your host computers with the latest critical patches and service releases from Microsoft Corporation.
2. The Network Transmission Control Protocol/Internet Protocol (TCP/IP) must be loaded and operational.
3. Requires SNMP-enabled devices and the ability to route SNMP over the network. It is not required to enable SNMP on the computer where XDA Lite will be installed or any other network computers.
4. You must install Microsoft®.NET 3.5 with Service Pack 1 before you install the application.
5. The application should not be installed on a PC where other SNMP-based applications or other Xerox printer management tools are installed, since they may interfere with each other's operation.

## Unsupported Configurations

- Installation of the application on a computer with another Xerox device management application, such as Xerox Device Manager (XDM).
- Any version of Macintosh® operating system, UNIX® operating systems, Linux® operating systems, Windows NT® 4.0, Windows Media® Center, and Windows® 2000
- This application has only been tested on VMware® Lab Manager™/Workstation/vSphere Hypervisor™ environments. This application may work on other virtual environments; however, these environments have not been tested.

## Database Requirements

The application installs SQL Server® 2005 Compact Edition (SQL CE) database engine and database files that store printer data and application settings within the installation directory. No database licensing is necessary for the application.





# New Installation

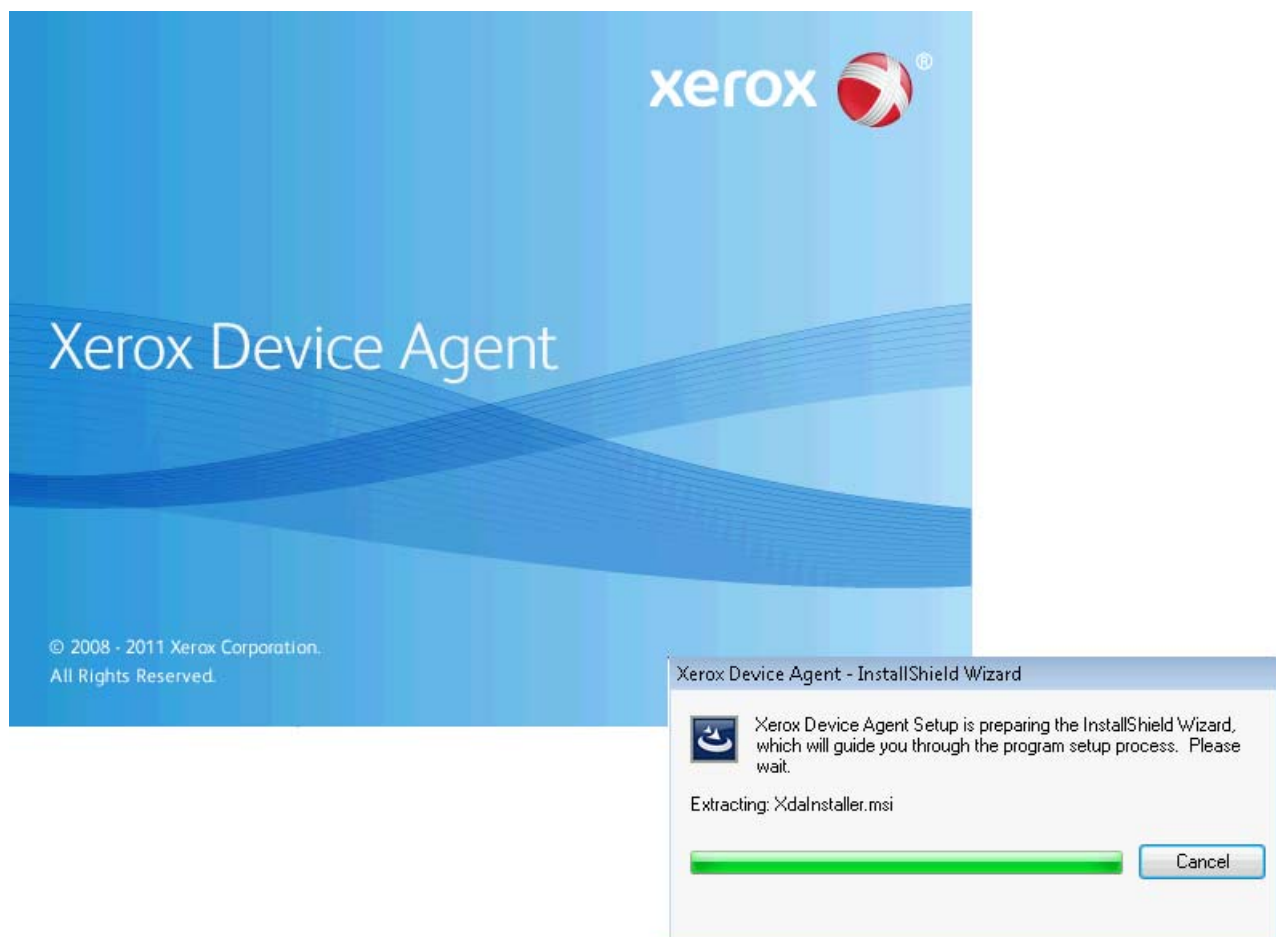
Once you receive your installation materials, you can install the software. In this section, you will learn how to:

- install the software
- change the destination folder location of the application

**Note:** Before installation, make sure that you disable the Sleep and Hibernation modes on any machines that will be running the application in order to allow the application to collect and transmit meter information.

**Note:** You must be logged in as an administrator in order to install the application.

1. Double-click the **installation file**. The initial splash screen and the InstallShield® Wizard open.

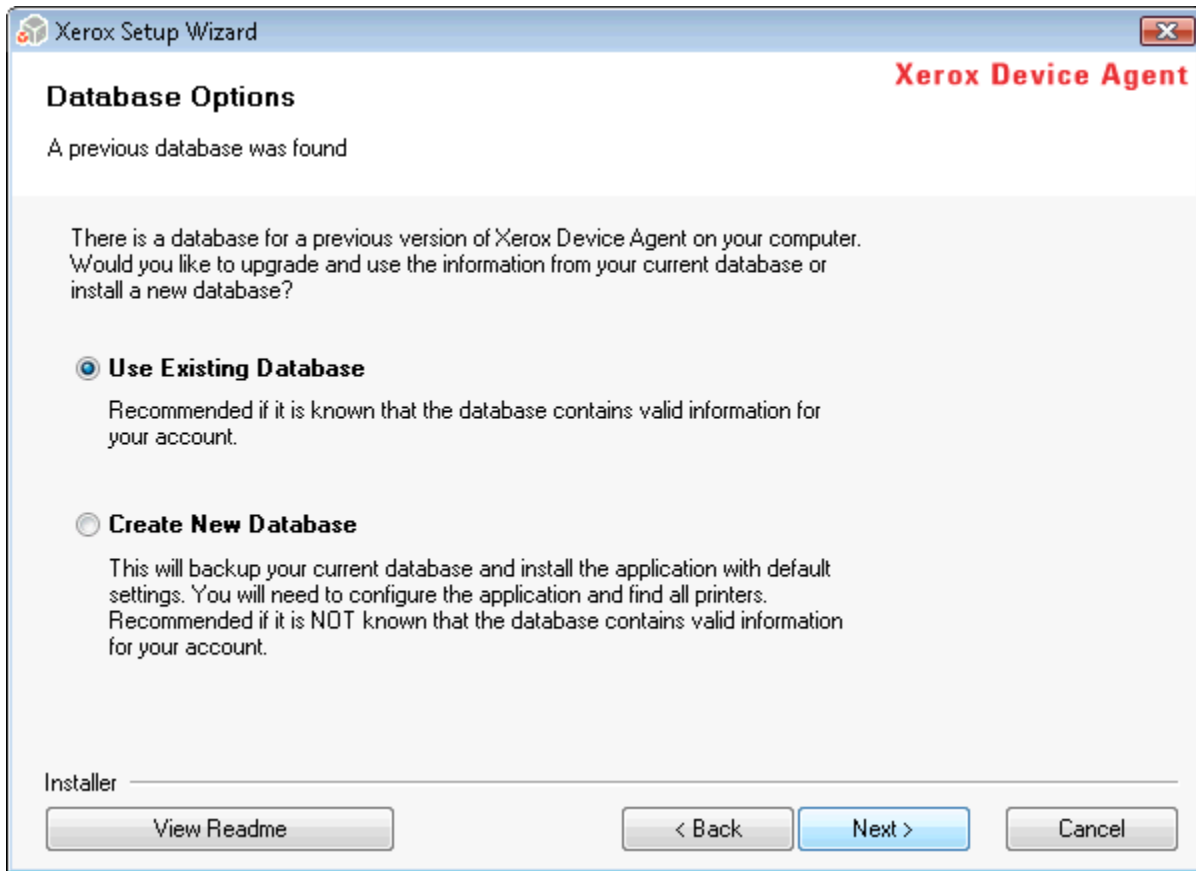


**Note:** If you do not have Microsoft®.NET 3.5, the installer will display an error message that prompts you to install .NET 3.5 before you can continue with installation. You can download the 3.5 .NET version from the Microsoft website.

2. The License Agreement screen opens, allowing you to accept or reject this agreement.

**Note:** If you are performing a manual update of the application and you have the current version of the application open, you will be prompted to accept the EULA.

- To continue the installation, you must select the **I am authorized to accept, and accept, the terms of the license agreement** radio button, and click **Next**.
  - To cancel the installation on this screen, click **Cancel**.
  - To return to the previous screen, click **Back**.
3. If you are upgrading from a previous version of the application or you had a previous version of the application installed and you did not remove the database when uninstalling, you will see the Database Options screen.
- Select the Use Existing Database option if you want to upgrade using the information from your current database. Use this setting if the last installation was for the same account and if it was configured as desired for the new installation.
  - Select the Create New Database option if you want to create a new database. If you select this option, the application will back up your current database, but you will need to configure the application and search for printers again in order to populate your new database. Use this setting if the account used for the previous installation is unknown, different than the new account or configuration, or if you want to start with a clean installation with default settings.



4. Once you have made your selection, click **Next**.
5. The Installation Options screen opens. By default, the Add icon to desktop check box is selected.
6. You may accept or change the default folder location.

**Note:** If you are installing the application on an operating system in a language other than English, please note that where the "Program Files" directory name is localized the default installation path displayed in the installer is in English. The application, however, will install at the correct localized directory for your selected language.

- To accept the default location for the destination folder, click **Next** (Recommended).
- To change the default location, click **Change**.
  - a. The Browse for Folder dialog box opens.
  - b. Navigate to and select the desired folder. Click **OK**. The dialog box will close.

**Note:** You cannot install your application in the root directory.

- c. You are now back at the Installation Options screen. Click **Next**.
7. The Installing Xerox Device Agent screen opens, indicating the progress of the installation.
8. The Install Completed screen opens.

- To launch the application immediately, leave the check box selected, and click **Finish** (Recommended). The Configuration Wizard will open.

**Note:** If other applications are running on your computer, you may experience a delay from the time installation concludes and the Configuration Wizard begins.

- To launch the application later, de-select the check box and click **Finish**.

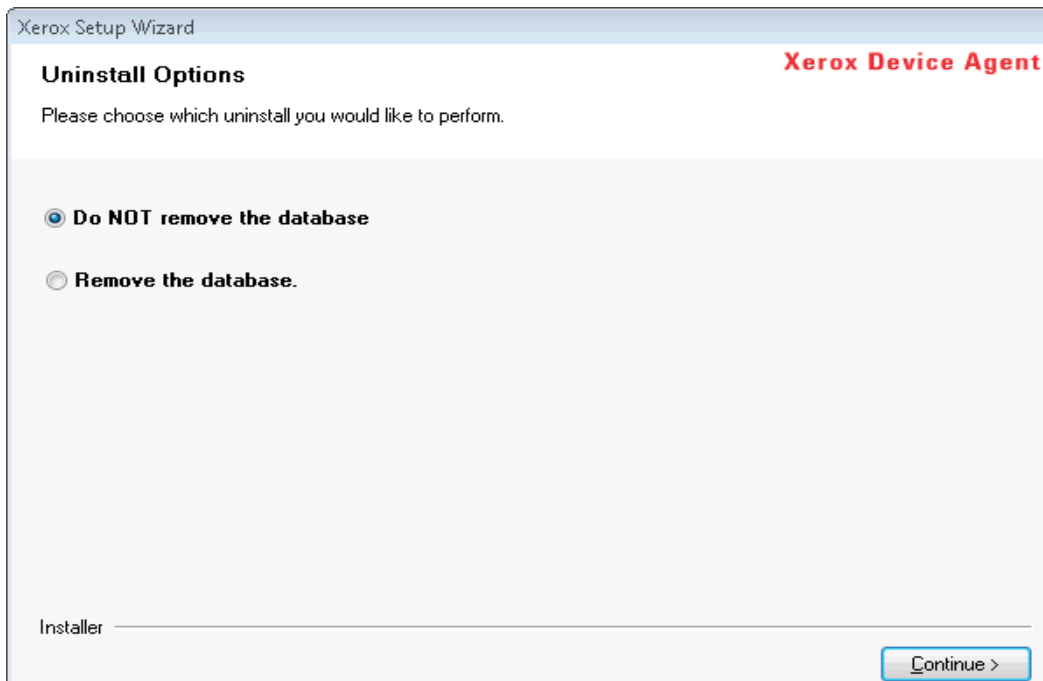
## Cancel Installation in a New Install

You can click **Cancel** on any of the screens during the installation process.

1. If you click **Cancel**, you will be prompted to confirm your selection. Click **Yes**.
2. Click **Yes**. The Install Failed! screen opens, indicating that the application remains uninstalled. To install the application, you will need to run the installer setup file again.
3. Click **Finish**.

## Uninstall the Application

1. If you decide to uninstall the application, go to the Add/Remove Programs menu on the computer.
2. Select Uninstall to launch the Uninstall Options screen.
  - Select **Do not remove the database** if you would like to preserve your current database for use with your next installation of the application.
  - Select **Remove the database** if you do not need to preserve your current settings for a future installation. This setting will remove the active database and any future installation will create a new database at the time of installation. If there were any databases backed up during the installation as part of the Database Options, they will not be removed.



3. After you have made your selection, click **Next**.



# Auto Update

The application supports automatic update. When a newer version of the application is released, it is loaded on the Auto Update server, which the application can connect to.

The application will contact the Auto Update server in the following situations:

- at the scheduled intervals that you set in the Updates section of the Settings area
- at the application startup if the schedule is in the past
- at your request from the Updates section of the Settings area

The server will identify if there is a newer version available for download.

See the Updates section for more information.

1. If you set the application to prompt you when updates are available, or if you clicked to check for updates, the application will ask you to confirm whether or not you want to update the application.
  - If you select **No**, the existing installation of the application will continue operating as previously.
  - If you select **Yes**, the application will proceed automatically to:
    - Download the new installer
    - Run the new installer (which will close the application if the application is open)
    - Uninstall the older version and install the newer version
    - Run the new version of the application that was just installed

## Cancel Installation During Auto Update

If you are updating the application, but you decide to cancel the installation process, you will have to run the installation setup file again to complete the installation.





# Configuration

In order to run the application, you must complete the Configuration Wizard after installation according to your site requirements. In the Configuration Wizard, you only need to enter a minimum set of requirements in order to successfully use the application.

The Configuration Wizard is divided into the following sections:

- **Register the Account:** enables communication between the application and Xerox Services Manager (XSM).
- **Search for Printers:** allows you to find a printer or printers that you want the application to manage and monitor.
- **Completed:** indicates that you have configured the application successfully.



## Register the Account

In the Register the Account section, you can:

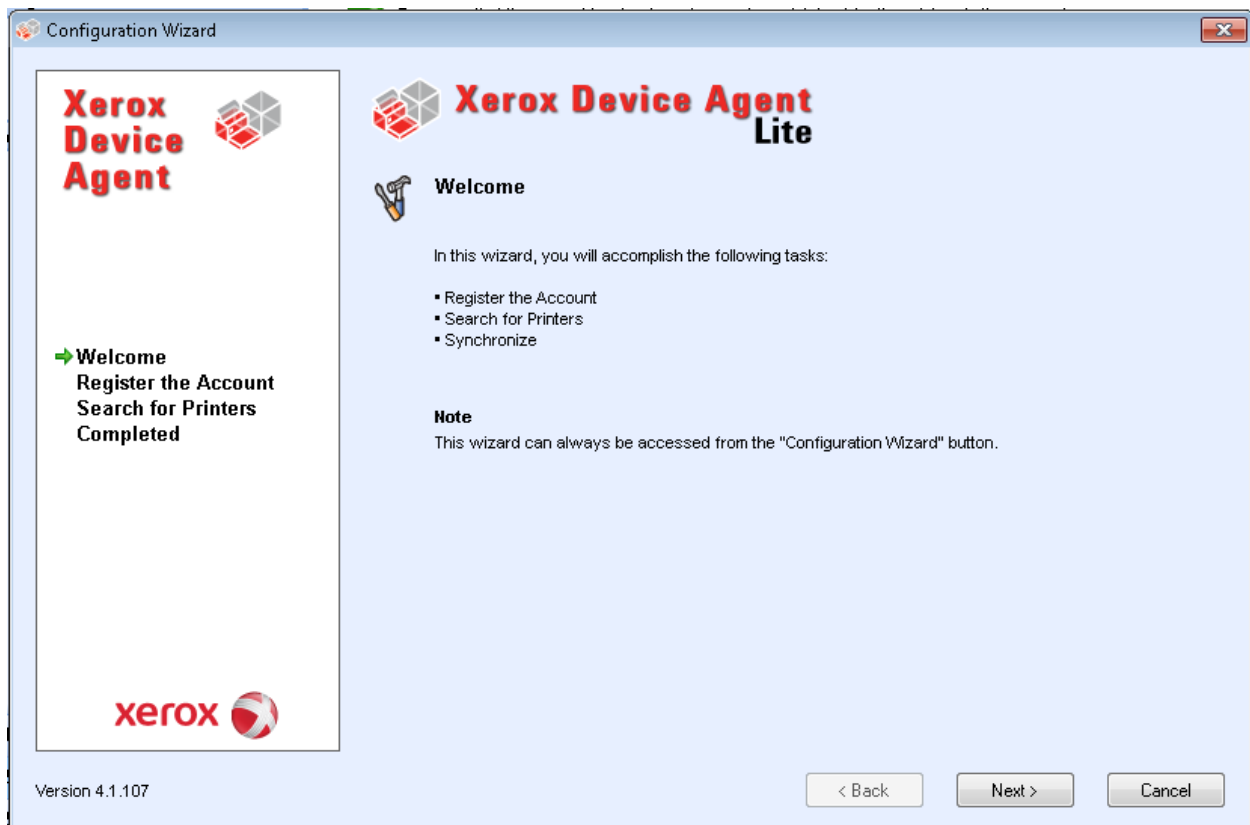
- enter the administrator name, email, and phone number
- modify the system name if applicable
- validate the default registration URL that is displayed, and modify if necessary
- configure proxy server and security settings for Internet connectivity
- modify synchronization settings if applicable

## Access the Configuration Wizard

If you chose to launch the application immediately after installation, the Install Completed screen will close, and the Configuration Wizard starts automatically. If you did not launch the application immediately after installation, you can now access the Configuration Wizard the following ways:

- double-click the **application icon** on the desktop: 
- double-click the **tray icon** in the System Tray, which is where the application runs minimized after installation: 
- navigate to the Start menu programs folder
- right-click the **tray icon** in the System Tray to display the Toolbar Context menu, and select **Open**.

The current availability of computer resources may cause a delay in the launch the Configuration Wizard, so please allow time for it to launch successfully. When the Configuration Wizard starts, you will see the Welcome screen.



1. To continue the configuration process, click **Next**.
  - To end the configuration process, click **Cancel** and the application will close. The next time you launch the application, the Welcome screen will open.

**Note:** You will not be allowed to access the application if you have not completed the Configuration Wizard. Each time you open the application, the Configuration Wizard will open and will continue to pop up until you complete it successfully.

2. The Register the Account section opens. The registration information is pre-populated with administrator details, account registration key, and system name.

Configuration Wizard

**Xerox Device Agent**

Welcome  
 → Register the Account  
 Search for Printers  
 Completed

**Account Registration**

Please complete the following information to start the Account Registration process. Contact customer support if an Account Registration Key or Sub Account Registration Key is required and one has not been provided.\*

Administrator Name\* XDA Lite

Administrator E-Mail\* aa@aa.com

Administrator Phone\* 123456

Account Registration Key\* 67890123-4567-8901-2345-678901234567

System Name\* DEMONSTRATION SYSTEM

Sub-Account Registration Key\* NEW ACCOUNT KEY

Synchronize Settings

Version 4.1.107

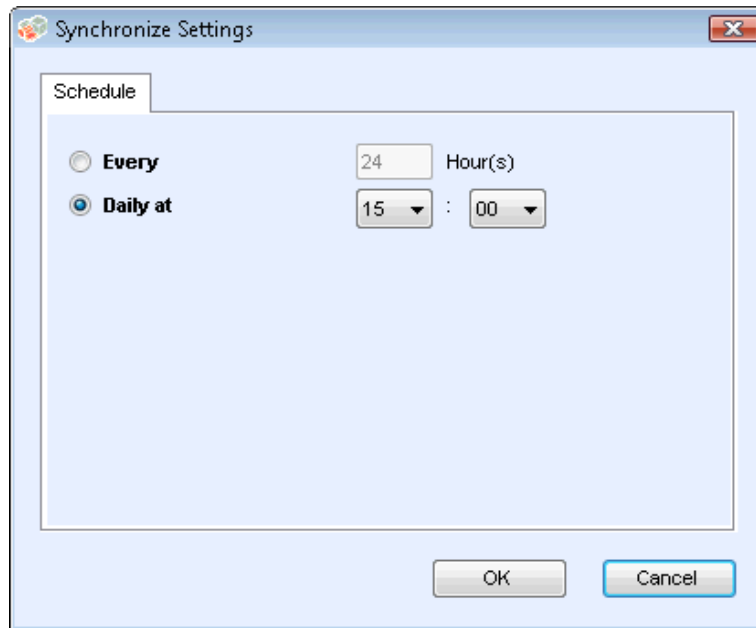
< Back Next > Cancel

3. Under Account Registration review the account registration information.

- If you were not provided with registration information, contact your Xerox Support Representative, or if you have Account Administration rights or higher in XSM, navigate to **Account Administration>Account Settings**. In the Details tab, locate the Account ID field, copy the account ID, go back to the application, and paste it into the Account Registration Key field.
- in the System Name field, the application displays a default-generated system name. To change it, enter a **new system name**.
- If your account uses chargeback codes for billing purposes, enter the sub-account registration information that was sent to you.
- If you want to change the default synchronization settings, click **Synchronize Settings**.
- Once you have reviewed the registration information, and if applicable, modified the system name and the default synchronization settings, click **Next**.

**Note:** If you enter incorrect information or leave a required field blank at any time during the Configuration Wizard, the application will flag the incorrect field with an exclamation point icon. When you hover over the exclamation point, the application will display a brief message indicating the type of error, such as **Invalid Entry** or **This field must be filled in**. You must fix the information before the application will allow you to continue with the Configuration Wizard.

4. The Synchronize Settings dialog box opens, allowing you to change the schedule.



**Schedule Tab:** The application communicates with XSM according to the schedule.

During the communication, the application obtains updates or changes to remote alert profiles and submits meter reads.

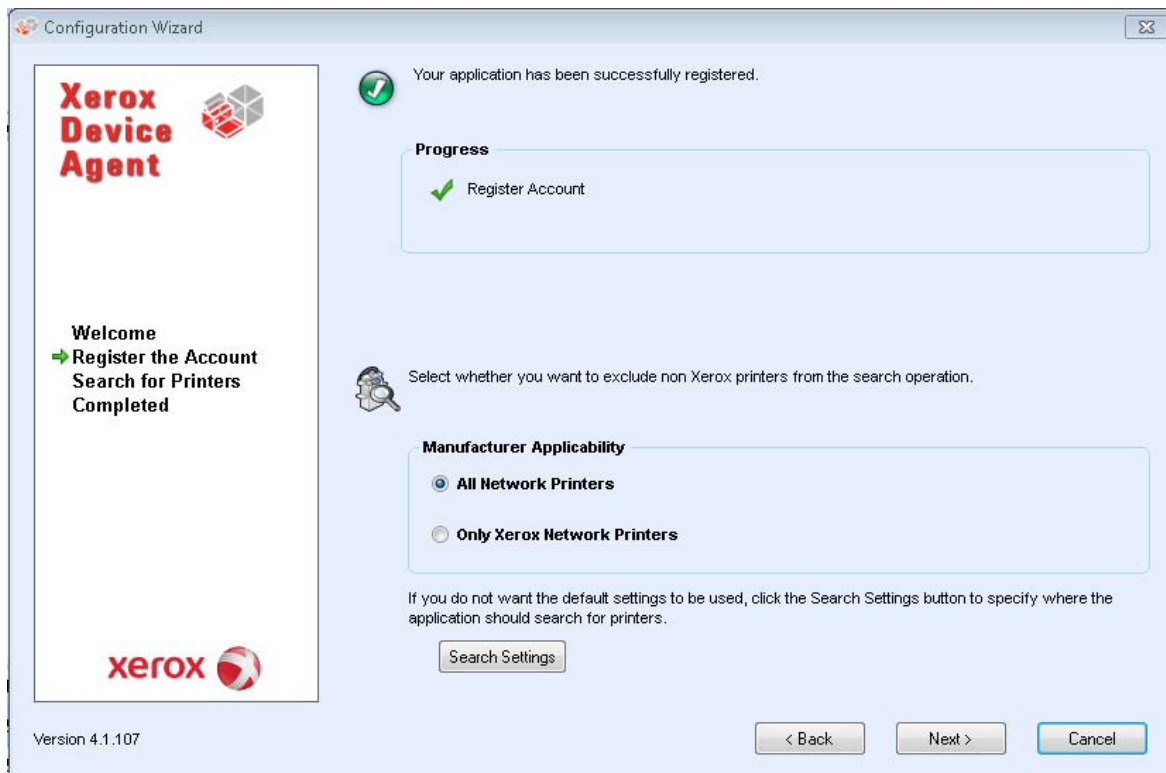
**Note:** You may configure synchronization to occur once a day at a preferred time when the computer will be on (recommended) or hourly up to once a day.

- a. Select the **Every** radio button, and enter the specific hour to set the frequency for a set interval of hours, or select the **Daily** at radio button, and click the drop-down arrows to set the frequency for a specific time of day.

**Note:** If you power down your computer at the end of the day, do not set your schedule outside of business hours.

- d. Click **OK** to close the Synchronize Settings dialog box and return to the second screen in the Register the Account section.
5. The next screen of the Register the Account section opens, indicating that the registration is in progress.
6. As the application attempts to complete registration, you will see one of the three following statuses in the Progress section of the screen: pending, failed, or successful.
  - **Pending Registration:** the screen will display a warning icon, indicating that XSM needs to approve your registration.
    - a. Click **Try Again** to re-attempt registration.
    - b. If registration still remains pending, it could be that your XSM account has been disabled. Please contact your Xerox Support Representative for more information.
    - c. If registration still remains pending, please contact your Xerox Support Representative for more information.

- **Failed Registration:** the screen will display an error icon and corresponding message, asking you to verify that the information you entered matches the provided correct registration information.
  - a. Click **Try Again** to re-attempt registration.
  - b. If the second registration attempt fails, verify that you have the correct registration information.
  - c. If the key and URL are correct, but your registration still fails, contact your Xerox Support Representative.
- **Successful Registration:** If the registration is successful, the screen will display a green checkmark icon. You can then set up the criteria for the printer search.



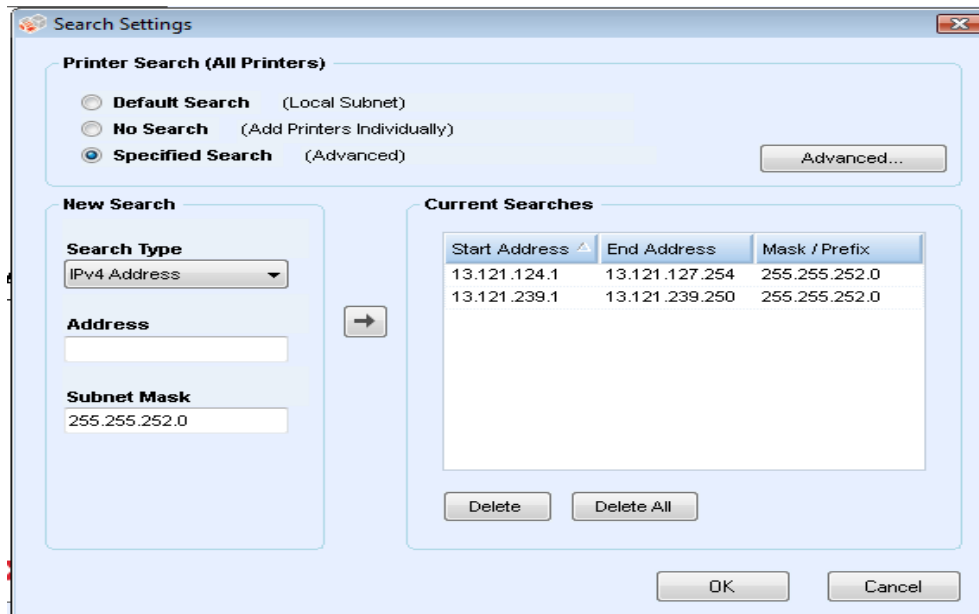
7. Once you have successfully registered, set the manufacturer applicability for the printer search. Select whether you want the application to search for all printers or only for Xerox printers. You will not see this dialog box if your account configuration does not give you the option to change manufacturer applicability.
8. Click **Search Settings** to customize the printer search parameters or click **Next** to continue to the start searching for printers using the default settings. (See the Search for Printers section below.)

## Custom Search Settings

Follow the steps below if you choose to customize the printer search settings.

1. Select whether you want the application to search for all printers or only for Xerox printers. You will not see this section if your account configuration does not give you the option to change manufacturer applicability.

2. Choose your search for printer settings.
  - a. To use the default settings for the printer search, click **Next** to search for printers.
  - b. To customize your search settings, click **Advanced** and go to the next step.

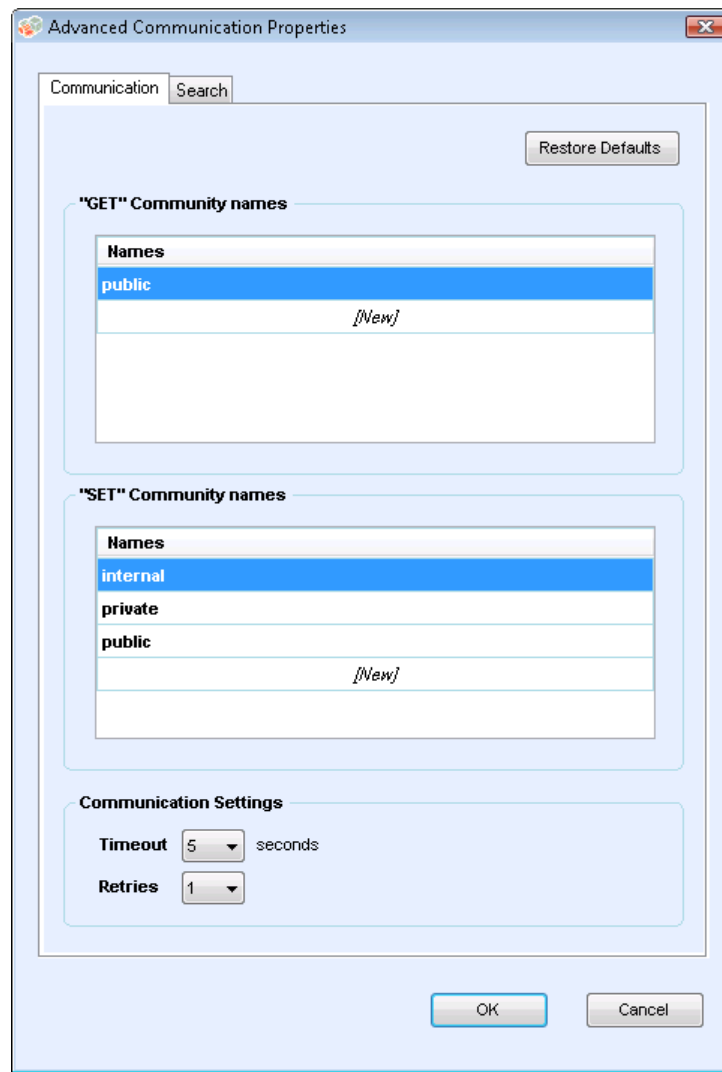


3. Choose the search type you want.
  - **Default Search:** By default, this option is selected, enabling the application to start an automatic search for printers on the local subnet.
    - a. Verify that the **Default Search** radio button is selected.
    - b. Click **OK** to continue. A pop-up message notifies you that you are about to clear any specified search settings and asks you to confirm that you want to continue. Click **OK** to proceed.
  - **No Search:** select this option if you want to skip setting up your search settings at this time.
    - a. Select the **No Search** radio button.
    - b. Click **OK** to proceed. The application will synchronize account settings to complete the configuration.
  - **Specified Search:** select this option if you want to search for other printers or addresses outside of the local subnet.
4. After you have selected **Default**, **No Search**, or **Specified Search**, you may click **Advanced** if you want to modify any of the Advanced Communication Properties.
5. When you are done modifying the information in the Search Settings section and the Advanced Communications Properties dialog box, click **OK**.

## Set Advanced Communication Properties

- a. Click **Advanced**.

- b. The Advanced Communication Properties dialog box opens.



- c. Modify any of the following settings as needed. If you want to return to the default settings in this dialog box, click **Restore Defaults**.
- Enter **"GET" community names**
  - Enter **"SET" community names**
  - Set the number of timeouts and retries in the Communications Settings section.
  - Modify how often the application performs a printer search.
  - Modify or view the Manufacturer Applicability section, which allows you to designate if you want the application to search for all printers or just Xerox printers.

**"GET" Community Names:** The "GET" Community names are used to retrieve information from networked printers. To ensure a proper printer search, efficient status retrieval, and data collection, you must set the correct "GET" values in this dialog box. The default setting for the SNMP "GET" community name is "public".

- Go to the "GET" community names section.

**"GET" Community names**

Names
public
[New]

- In the "GET" Community name section, click **New** and enter a **new name**.
- Click **OK** to return to the first screen of the Search for Printers section.
- Modify other settings in this dialog box, or click **OK** to return to the first screen of the Search for Printers section.

**"SET" Community Names:** "SET" community names are used to configure parameters on networked printers. To reset the printers, you must configure the correct "SET" names. The default settings for the SNMP "SET" community name are "internal", "private", and "public".

- Go to the "SET" community names section.

**"SET" Community names**

Names
internal
private
public
[New]

- In the "SET" Community name section, click **New** and enter a **new name**.
- Modify other settings in this dialog box, or click **OK** to return to the first screen of the Search for Printers section.

**Communication Settings:** allows you to set a limit on timeouts and number of retries for printer searches.

- Go to the Communications Settings section.





**Communication Settings**

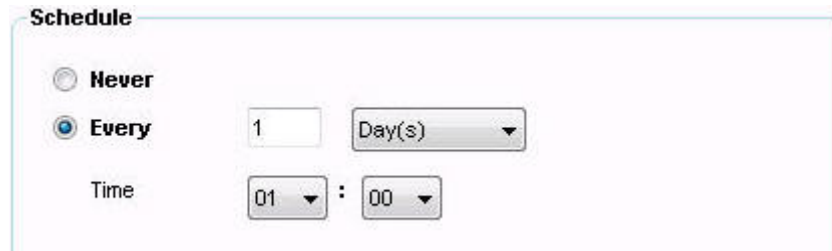
**Timeout** 5 seconds

**Retries** 1

- From the Timeout drop-down list, select a **number** to identify the number of seconds.
- From the Retries drop-down list, select a **number**.
- Modify other settings in this dialog box, or click **OK** to return to the first screen of the Search for Printers section.

**Schedule:** allows you to modify how often the application performs a printer search.

- Click the **Search** tab.
- Locate the Schedule section.



**Schedule**

☐ **Never**

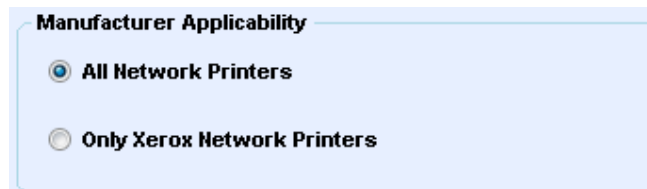
☒ **Every** 1 Day(s)

Time 01 : 00

- Select one of the following options:
- Select the **Never** radio button to disable scheduling.
- Select the **Every** radio button to enable scheduling.
- Modify other settings in this dialog box, or click **OK** to return to the first screen of the Search for Printers section.

**Manufacturer Applicability:** select whether or not you want your printer search to include all printers or just Xerox printers.

- Click the **Search** tab.
- Locate the Manufacturer Applicability section.



**Manufacturer Applicability**

☒ **All Network Printers**

☐ **Only Xerox Network Printers**

- Select **All Network Printers and All Queue Connected Printers** or **Only Xerox Network Printers and All Queue Connected Printers**.

- Retrieve Advanced Printer Information settings box is true by default. It collects Input tray level, Output bin level and Finisher supply information to export to XSM.
- Modify other settings in this dialog box, or click **OK** to return to the first screen of the Search for Printers section.

## Search for Printers

### Search for Printer Progress

The next screen of the Search for Printers section opens, indicating the progress of your printer search.

**Note:** The Printer Search may take several minutes, depending on the search type, configuration, and number of potential networked devices.

### Search for Printers Status

As the application attempts to complete the printer search, you will see one of two statuses in the Search for Printers section of the screen: failed or successful.

**Failed Printer Search:** If the printer search fails to find any printers, the second screen of the Search for Printers section will display a warning icon and message.

- a. Use one or more of the following methods to investigate the failed printer search:
  - Verify that all your printers are online, and click **Search Again**.
  - Verify that SNMP is enabled on the printers.
  - Verify that SNMP community names configured on the application match those on the printers.
  - Verify that SNMP traffic is not being blocked on your network.
  - Skip the printer search at this point, and from the Actions menu, click the **Add Printer Wizard** to do a one-off printer search. See the Printers area for more information.
  - Click **Single Address** to add the IP address of a known printer.
  - Ping the IP address of the printer from the computer on which the application is running.
- b. If the application still is unable to find any printers, click **Back** to return to the first screen of the Search for Printers section, verify and/or adjust your search criteria, and start another search.
- c. If you exhaust these options and cannot find any printers, contact your Xerox Support Representative.

**Successful Printer Search:** When the printer search is completed, the Search Results screen will display a check mark icon and the number of discovered printers.

To restart the printer search, click **Search Again**.

When you are finished searching for printers, click **Next**.

## Completed



After you have registered your account, searched for printers, and synchronized your settings successfully, the Completed screen opens.

Click **Finish** to complete the configuration process and open the application user interface.



# Access the User Interface

To access the application after installation and configuration, use one of the following methods:

- double-click the **application icon** on the desktop: 
- double-click the **tray icon** in the System Tray, which is where the application runs minimized after installation: 
- navigate to the Start menu programs folder
- right-click the **tray icon** in the System Tray to display the Toolbar Context menu, and select **Open**

The application will open in your environment.

## Resize the Application

Once the application is open, you can resize it to fit your screen. Hover your mouse over any area on the application border; your cursor changes to a white double arrow, allowing you to resize the screen.

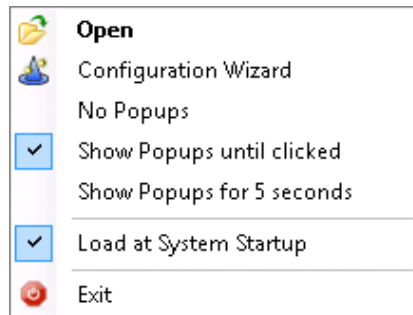
**Note:** The application will not retain the new size after you exit the application or if you reboot your system.

**Note:** Although the installation process places the application on the desktops of all users, only administrators and power users can access the software.



## System Tray and System Tray Context Menu

In the System Tray of the application, you will see a tray icon. The tray icon indicates that the application is still running and has not been exited even after you close the user interface.


As mentioned previously, if you double-click the **tray icon**, the application user interface will open. If you right-click the **tray icon**, the System Tray Context menu will open.



The System Tray Context menu contains the following features:

-  Open: click to open the application user interface
-  Configuration Wizard: click to open the Configuration Wizard
- No Popups: select if you do not want to see any popups in your System Tray
- Show Popups until clicked: select if you want to see the popups until you click the popup message
- Show Popups for 5 seconds: select if you only want to see the popup message displayed for five seconds in the System Tray

**Note:** The popup options act as radio buttons, so you can only have one of the three options selected at one time.

- Load at System Startup: XDA Lite allows you to turn on or turn off the ability to run the user interface part of the application at startup. By default, this option is turned-off. When this option is turned on, XDA Lite will launch automatically when you login. You do not have to select this option in order for scheduled communications to run.
-  Exit: click to exit the application. This action also removes the tray icon from the System Tray.

**Note:** If you are running the Windows Vista®, Windows® 2008, Windows® 2008 R2, or Windows® 7 operating system with User Account Control (UAC) enabled, the application will not auto run when you log into the system. You will see a pop-up message in your system tray that indicates the operating system has blocked some startup programs, including the application. To run the application, you can right-click the **popup message**, and select **Run blocked programs**; or launch the application from the Start menu.

## Popup Alerts

After you have performed your printer search and enabled alerts, the system will indicate a popup message over your taskbar. If there are multiple alerts, you can click the popup message to open the Popup Queue dialog box. The Popup Queue dialog box allows you to view multiple alerts, each with a timestamp indicating when it occurred. If there is only one alert and you click the popup message, you will be directed to the Printer dashboard for easy access to the application.



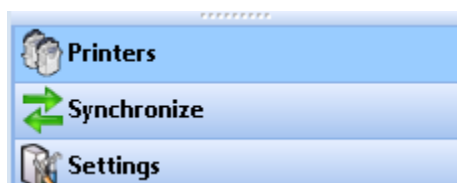
# User Interface

The user interface of the application is a powerful and easy-to-use printer management interface.

The application is divided into three key sections:

- **Printers:** allows you to view printer information, add and delete printers, filter the printer view, and go to the customer-facing pages to order supplies, request service, and view meter reads
- **Synchronize:** allows you to view communication logs and status, as well as update the schedule settings
- **Settings:** allows you to modify application settings such as printer search settings, alert preferences, and language options

You can choose which area you want to access by clicking the **Printers**, **Synchronize**, or **Settings** buttons in the left navigation pane.



The main view in the user interface changes depending on which section of the application you have selected. See the Printers, Synchronize, and Settings sections for what views are available in each area.

In addition the three main sections, the application contains a header, which displays the application name and icon as well as links to other application resources.



The header contains the following links:



- click to open the Configuration Wizard



- click to open the About dialog box, which contains the software version

By checking the status bar located in the lower left corner of the application interface, you can check the status of communication between the application and XSM as well as determine if the application is searching for printers or collecting printer status.







# Printers

To access the Printers section, click the **Printers** button in the left navigation pane of the application. This is the default view when the application first opens.

The screenshot displays the 'Printers' section of an application. On the left is a navigation pane with options: Dashboard, List, Filter (Manufacturer: All), Actions (Refresh All, Add Printer Wizard, Export to File, Delete Printer(s)), Printers (selected), Synchronize, and Settings. The main area shows a grid of 9 printers. Each printer entry includes an icon, name, IP address, model, status, and ink level bars for Black, Cyan, Magenta, and Yellow. The status bar at the top indicates 'Page 1 of 1' and '9 Printers'.

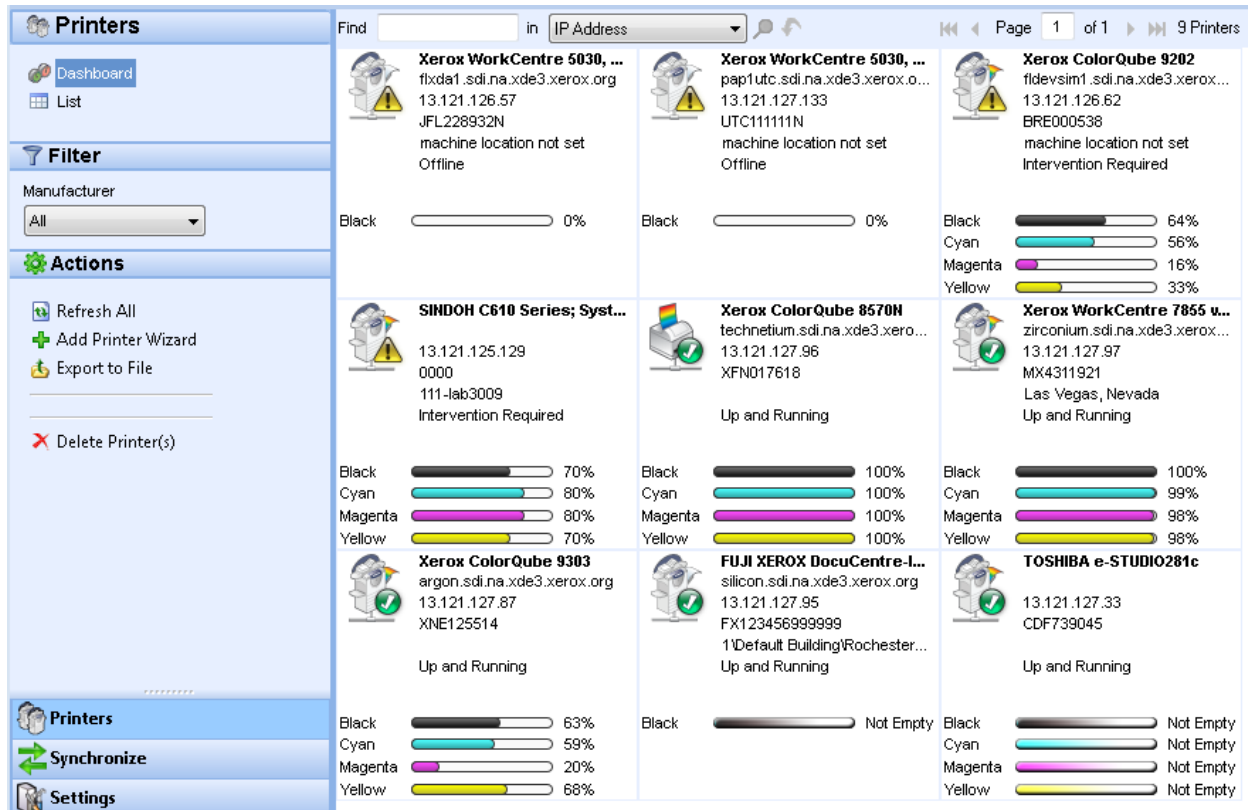
Printer Name	IP Address	Model	Status	Black Ink	Cyan Ink	Magenta Ink	Yellow Ink
Xerox WorkCentre 5030, ...	13.121.126.57	JFL228932N	Offline	0%			
Xerox WorkCentre 5030, ...	13.121.127.133	UTC111111N	Offline	0%			
Xerox ColorQube 9202	13.121.126.62	BRE000538	Intervention Required	64%	56%	16%	33%
SINDOH C610 Series; Syst...	13.121.125.129	0000	Intervention Required	70%	80%	80%	70%
Xerox ColorQube 8570N	13.121.127.96	XFN017618	Up and Running	100%	100%	100%	100%
Xerox WorkCentre 7855 v...	13.121.127.97	MX4311921	Up and Running	100%	99%	98%	98%
Xerox ColorQube 9303	13.121.127.87	XNE125514	Up and Running	63%	59%	20%	68%
FUJI XEROX DocuCentre-L...	13.121.127.95	FX123456999999	Up and Running	Not Empty			
TOSHIBA e-STUDIO281c	13.121.127.33	CDF739045	Up and Running	Not Empty	Not Empty	Not Empty	Not Empty

**Note:** The application supports managing a limited number of printers. If you receive an error message stating that the printer limit was reached, it means that you cannot add any more printers to the application because you have reached the limit. To add new printers, first delete one or more previously found printers. Next, modify the search settings to ensure that the deleted printers are not included within any existing IP address, subnet address, or range of IP addresses; and then use the Add Printer Wizard to add new printers.

# Views

## Dashboard

The first time that you open the application after installation, the Dashboard view opens, indicating the most commonly used data in graphical format. If you are in the List view, click the **Dashboard** button to return to the Dashboard view.



The Dashboard view contains tiles for each printer and it provides a printer context menu for actions.

## Tiles

Each printer is represented in a tile format in the Dashboard view.

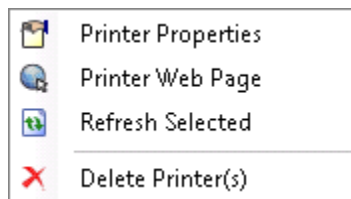


Each tile contains the following features:

- Printer icon: displays a thumbnail representing the printer type.
- Printer model: the name of the printer.
- Status icons: display over a printer icon, which describes the printer type.
- DNS name: translates the domain name into an IP address.
- Serial number: the serial number found on the physical printer.
- Printer IP address: the network address of the printer.
- Printer status: indicates the status of the printer.
- Indicator Bars for Primary Toner or Ink Levels: toner color and percentage text indicators for the following toner or ink colors, if available: cyan, magenta, yellow, and black. The toner or ink level will display as Not Empty for printers that do not support supplies percentage. There are some printers that do not provide any toner or ink level information; therefore, the application will not display the indicator bars for them. You will see the hourglass symbol when supplies have not been retrieved or are in the process of being retrieved.


### Printer Context Menu

When you right-click a **tile**, the Printer Context menu opens.



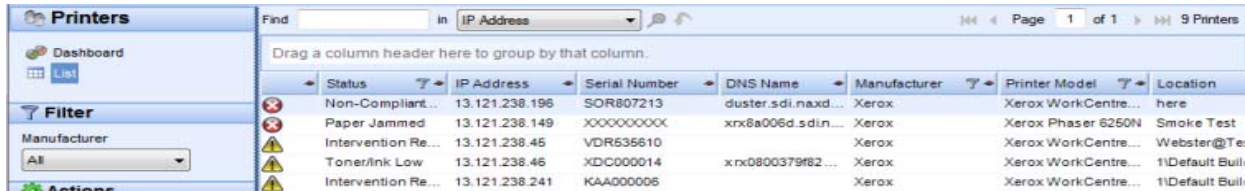
The Printer Context menu contains the following features:

- Printer Properties: click to open the Printer Properties pop-up window
- Printer Web Page: click to open the Web page for the printer
- Refresh Selected: click to refresh the tile information

-  Delete Printer(s): click to delete printers

## List

The List view shows the same information found in the Dashboard view, but in a table format and it contains more columns, allowing you to view more printers and more specific information about those printers.



Status	IP Address	Serial Number	DNS Name	Manufacturer	Printer Model	Location
Non-Compliant...	13.121.238.196	SOR807213	duster.sdi.naxd...	Xerox	Xerox WorkCentre...	here
Paper Jammed	13.121.238.149	X0000000X	xrx8a006d.sdin...	Xerox	Xerox Phaser 6250N	Smoke Test
Intervention Re...	13.121.238.45	VDR636610		Xerox	Xerox WorkCentre...	Webster@Tes
Tonerlink Low	13.121.238.46	XDC000014	xrx0800379f82...	Xerox	Xerox WorkCentre...	11Default Build
Intervention Re...	13.121.238.241	KAA000006		Xerox	Xerox WorkCentre...	11Default Build

**Note:** XDA Lite supports IPv4 and IPv6 printers. XDA Lite will display the IPv6 or the IPv4 address in the IP Address column depending on which protocol was used to search for the printer.

**Note:** The list view includes the Type field, which distinguishes networked printers from direct printers

## Common Features

In the Printer area, you have access to the following features that are common to both the Dashboard and List views:

- **Paging Controls:** allow you to navigate easily through your printer list
- **Filter:** filters the displayed printers by manufacturer (i.e., either Xerox or non-Xerox)  
**Note:** The filter option is only enabled for users if the Manufacture Applicability set to All Network Printers. See the Configuration section.
- **Find:** look for a specific printer using keyword search criteria
- **Outdated Status:** highlights the printer when XDA Lite has not been able to obtain its status within the configured number of days. The number of days are set under **Settings>Status Read**.

### Paging Controls

The Paging Controls allow you to navigate through the printer list, so that you can view a specific page number quickly.

Page 1 of 10

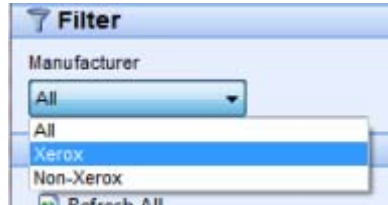
With the paging controls you can:

- Click to jump to the beginning or end of a list
- Move forward or backward through each page in the list
- See the total number of pages in the printer list

## Filter

There is one filtering method that you can access in both the Dashboard and List views.

1. From the left navigation pane, navigate to Filter.



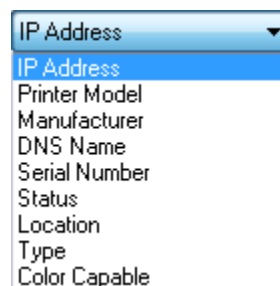
2. Choose a filter from the drop-down menu.
3. The list is now filtered based on your selection.



## Find

The Find feature allows you to search the list of printers based on the search criteria that you input. The search will encompass the entire printer list and not just those printers that are on the displayed page.



The drop-down menu allows you to select the following types of data to search on: IP Address, Printer Model, Manufacturer, DNS Name, Serial Number, Status, Location, and Color Capable. For any of these, you may enter partial or complete strings to match the values with, except for Color Capable, where users may click Yes or No to find the devices accordingly.




1. In the Find field, enter a **search word** or **words**.
2. Click the **drop-down arrow** to select different find criteria from the list.
3. Click  to begin your search.
4. The results are displayed in the pane below.
5. Click  to return the List view to the default settings.

## Outdated Status


The number of days in which a device should have its status updated is pre-set. When the allotted number of days has past the printer is highlighted. To update the printer status, either open the Printer Properties, which automatically performs a status read, or go to **Settings> Status Read** and in the Actions menu select **Read Now**.

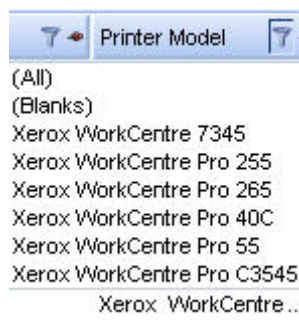
# List Features Only


You can use the following features in List view only:

- Filter using the icon: 
- Pin a column
- Group printers
- Use the List view context menu
- Sort printer list
- Restore default settings

## Filter


1. From the List view, click  in the column you want to filter.
2. A drop-down list opens.



3. From the drop-down list, select the **value** you want to filter by.
4. The application will now filter your list view based on your new criteria.
5. Click  to return the List view to the default settings.

**Note:** Columns with unique keys, such as Serial Number, IP Address, and DNS Name, do not support filtering.

## Pin A Column

1. In the List view, click  in the selected column header.
2. The selected column is now listed first and will remain stationary as you scroll through the other fields.

	DNS Name	Printer Model	Manufacturer	Location	Color Capable	In Scope
	xrx84d0a9.sdi.n...	Xerox Phaser 4400 B	Xerox	1\Default Buildi...	No	No
	...	Xerox WorkCentre ...	Xerox	\\RochesterWe...	No	No
	fc2218.sdi.na.x...	Xerox FaxCentre 2...	Xerox	Kris Cube 7413	No	No
		HP LaserJet M434...	HP	boise Idaho	No	No
	xrx8a60bd.sdi.n...	Xerox Phaser 7750...	Xerox	1\Default Buildi...	Yes	No
		XEROX DocuColor ...	Xerox	1\Default Buildi...	Yes	No
		Xerox WorkCentre ...	Xerox	1The Current L...	Yes	No
	digitalsender92...	HP 9250C Digital...	HP		No	No
		Xerox WorkCentre ...	Xerox	\\RochesterWe...	No	No
		Xerox WorkCentre ...	Xerox	~!@#\$\$%^&*()_...	No	No
		Xerox Phaser 7760...	Xerox	1\Default Buildi...	Yes	No
	xrx0000aa8dce...	Xerox Phaser 7400N	Xerox	1\Default Buildi...	Yes	No
		XEROX WorkCentr ...	Xerox	Lab 7417	No	No

- Click to return the List view to the default settings.

## Group Printers

- Drag and drop the column headings to the grey area above the headings to create your groups.
- For example, you can group printers by manufacturer and further group them according to printer model.

Manufacturer

Printer Model

Status

IP Address

Serial Number

DNS Name

Location

Color Capable

Manufacturer : Dell Inc. (2 items)

Printer Model : Dell Color Laser 3110cn (1 item)

Printer Model : Dell Color Laser 5110cn (2 items)

Manufacturer : HP (4 items)

Printer Model : HP 9250C Digital Sender (1 item)

Printer Model : HP Color LaserJet 8500 (1 item)

Printer Model : HP LaserJet 5Si (1 item)

Printer Model : HP LaserJet M4345 MFP (1 item)

Manufacturer : Lexmark (1 item)

Manufacturer : Xerox (20 items)

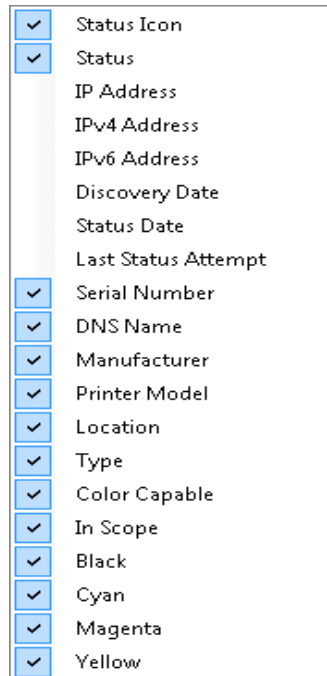
**Note:** The List view does not support grouping by the IP Address, Serial Number, and DNS Name columns since these columns are unique to each printer and the groupings would only contain one item.

- Click to return the List view to the default settings.

## Context Menu

You can customize what columns are indicated in the list view by right-clicking the **column header**. A Context menu with the column list opens. Select the **column name** to enable or disable it in the List view.






## Sort Printer List

1. Click any column header to sort by the column.
2. The application will display the list sorted according to the column selected.

**Note:** The Dashboard and List view default sort order is based on status alert severity. To change the sort order, go to the List view, sort in a different order, select one of the other filters, and then go back to the Dashboard. You will notice that the sort order is no longer the default sort.

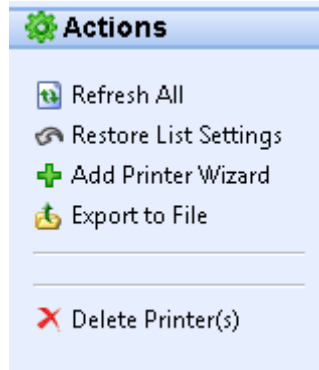
3. Click  to return the List view to the default settings.






## Restore Default Settings

When you change the list configuration by rearranging the columns etc., the changes are saved so that you do not have to reapply those settings to the list every time you open the application. To return to the default settings, go the Action menu in the left navigation and select Restore List Settings.

# Actions

The Printers area contains several actions in the left navigation pane, which you can find and use in the Dashboard and List view.



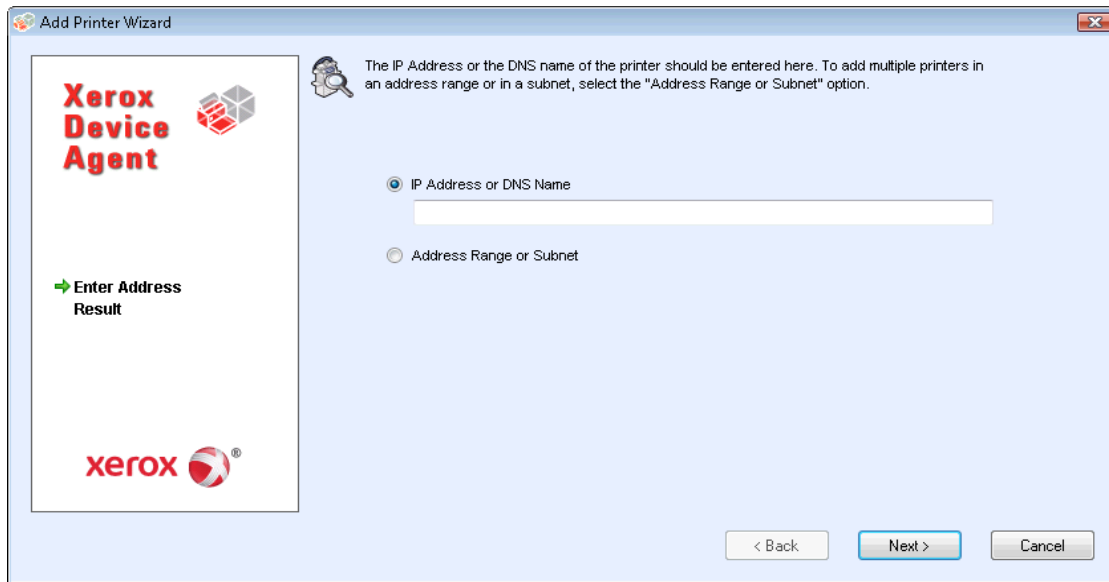
-  Refresh All: click to refresh the printers list on the current page.
-  Restore List Settings: click to return to the default settings for the printer view.
-  Add Printer Wizard: click to add a network printer or printers to your search.
-  Export to File: click to export the printer list to a comma-delimited file on your desktop.
-  Delete Printer(s): click to delete a printer from the Dashboard and List view. This action does not delete the printer from the search list. If the printer is still online and within the search criteria, the application will find it again.

## Add a Printer by IP Address or DNS Name

The Add Printer Wizard not only allows you to add a printer to your current list, it can help identify issues with the printer search or SNMP configuration on your network.

In addition, if an IP address has changed and is not within the current search settings, you can use this procedure to add a moved printer back into the list.

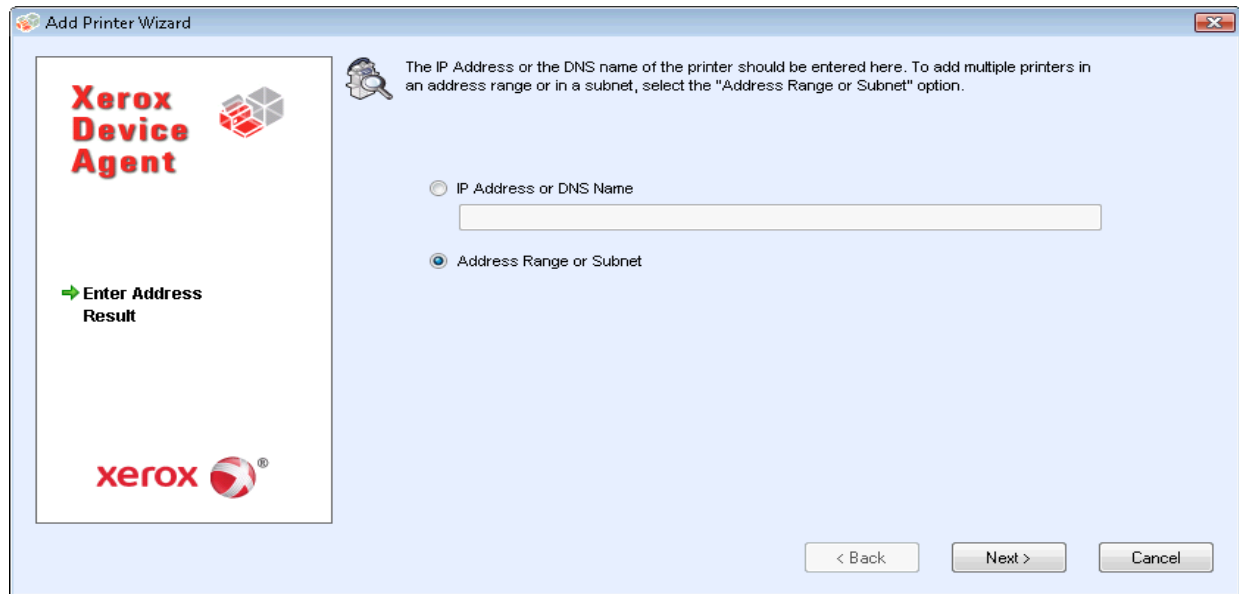
1. From the Actions menu, select **Add Printer Wizard**. The first screen of the wizard opens. By default, the **IP Address or DNS Name** is selected. Enter the IP address or printer name and click **Next**.



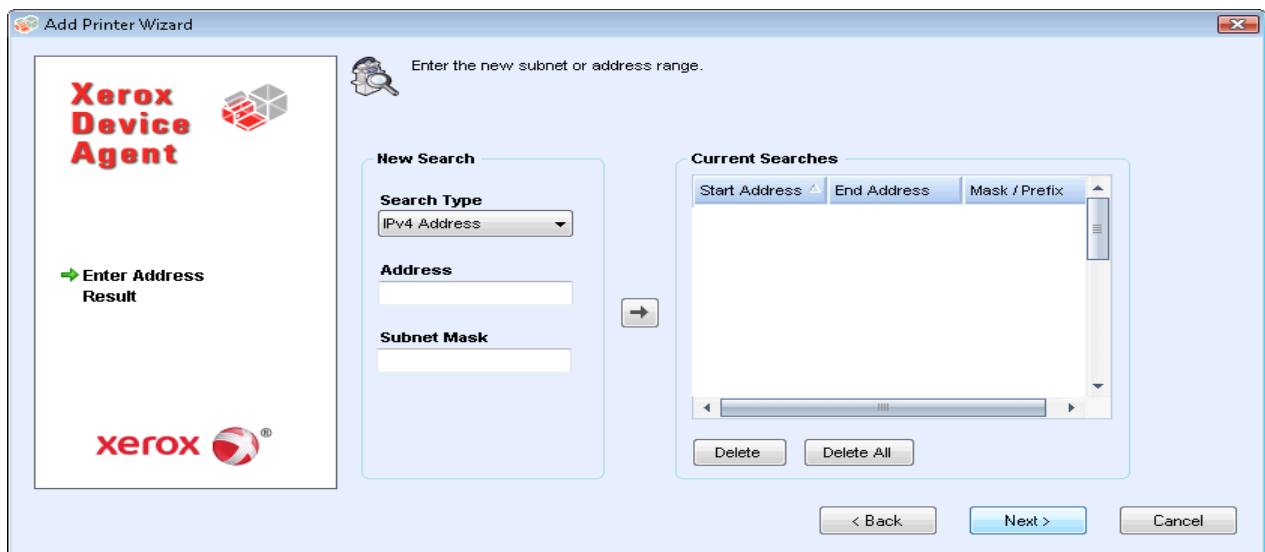
2. A progress screen opens, indicating the status of the printer search.
3. Once a printer is found, a results screen will open. Click **Add Another Printer** to search for another printer or click **Finish**.
  - If a printer is not found, the search results describe why the search failed. Click **Back** to verify the entered information or to enter a different address.
4. Once you have a successful search, the new printers will be added to the printer list. You can use failure information to identify network issues.

## Add Multiple Printers with An Address Range or Subnet

1. From the Actions menu, select **Add Printer Wizard**. The first screen of the wizard opens. By default, the **IP Address or DNS Name** is selected. Select **Address Range or Subnet** to search for multiple printers in an address range or in a subnet. Click **Next**.



- The following screen opens, indicating the current search settings. The changes made here will be reflected in the Specified Search area in the **Settings>Search>Change Settings** section.



- Enter or modify your settings and click **Next**. A progress screen opens, indicating the status of the printer search.

**Note:** You may select **Finish** even if the search is in progress. If you select **Finish** and the search has not completed, you will be prompted to stop the search or allow it to continue. If you allow the search to continue, any new printers will be found and the application will display the status on the status bar on the left-hand side bottom corner that search is in progress or has completed.

- Once a printer is found, a results screen will open. If your search was successful, you will see a screen indicating that the total number of printers found. Click **Finish**.
- Once you have a successful search, the new printers will be added to the printer list. Click **Finish**.

## Delete Printer

1. Select the **tile(s)** or **row(s)** of the printers that you want to delete.
2. From the Actions or Context menus, click **Delete Printer(s)**.
3. The Delete Printers pop-up window opens. Click **Yes**.
4. The deleted printers are no longer indicated on the List or Dashboard views.

**Note:** If a deleted printer is still on the network and the search criteria (IP Address range) includes the address of the printer, it will be added again at the next scheduled search.

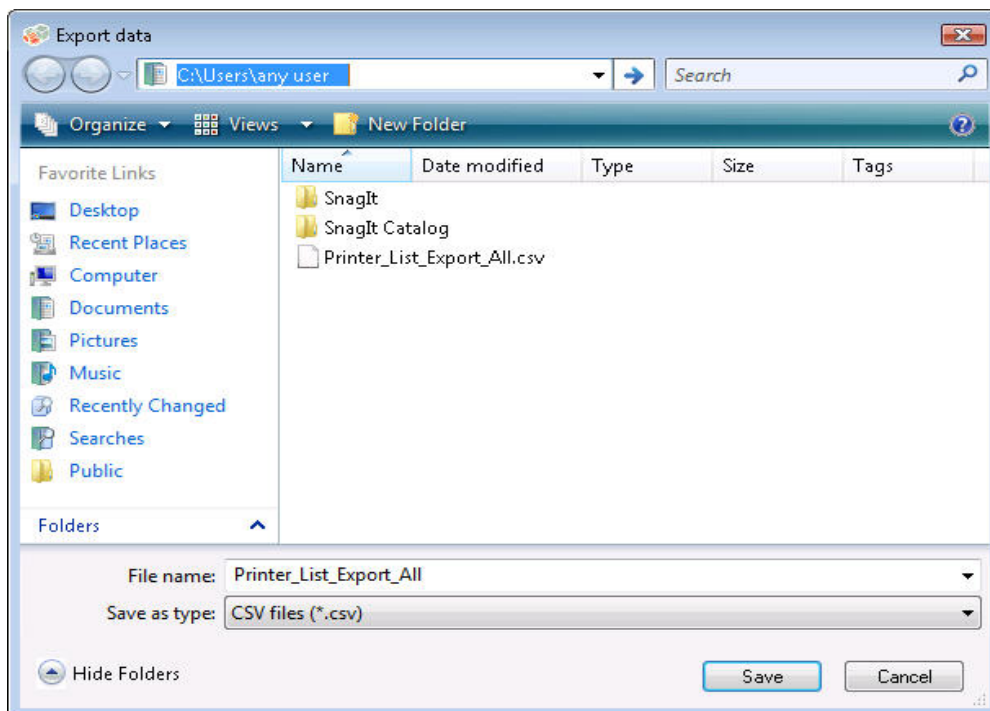
## Export the Printer List

You can export the discovered printer list for import into XSM via a CSV file. Make sure all the model names map to the same model alias in XSM, insert the information into an XSM template, and finally import the information into XSM.

**Note:** Go to the **Synchronize>Change>Settings>Printer Export** section of the application and select the **Enable Printer Export** radio button to export the printer data to XSM.

**Note:** For instructions on how to change your printer export settings, see the Set Advanced Communication Properties topic in the Configuration section.

1. From the Left Navigation pane, select **Printers>Dashboard** or **List** and **Actions>Export to File**. The Export data dialog box opens.



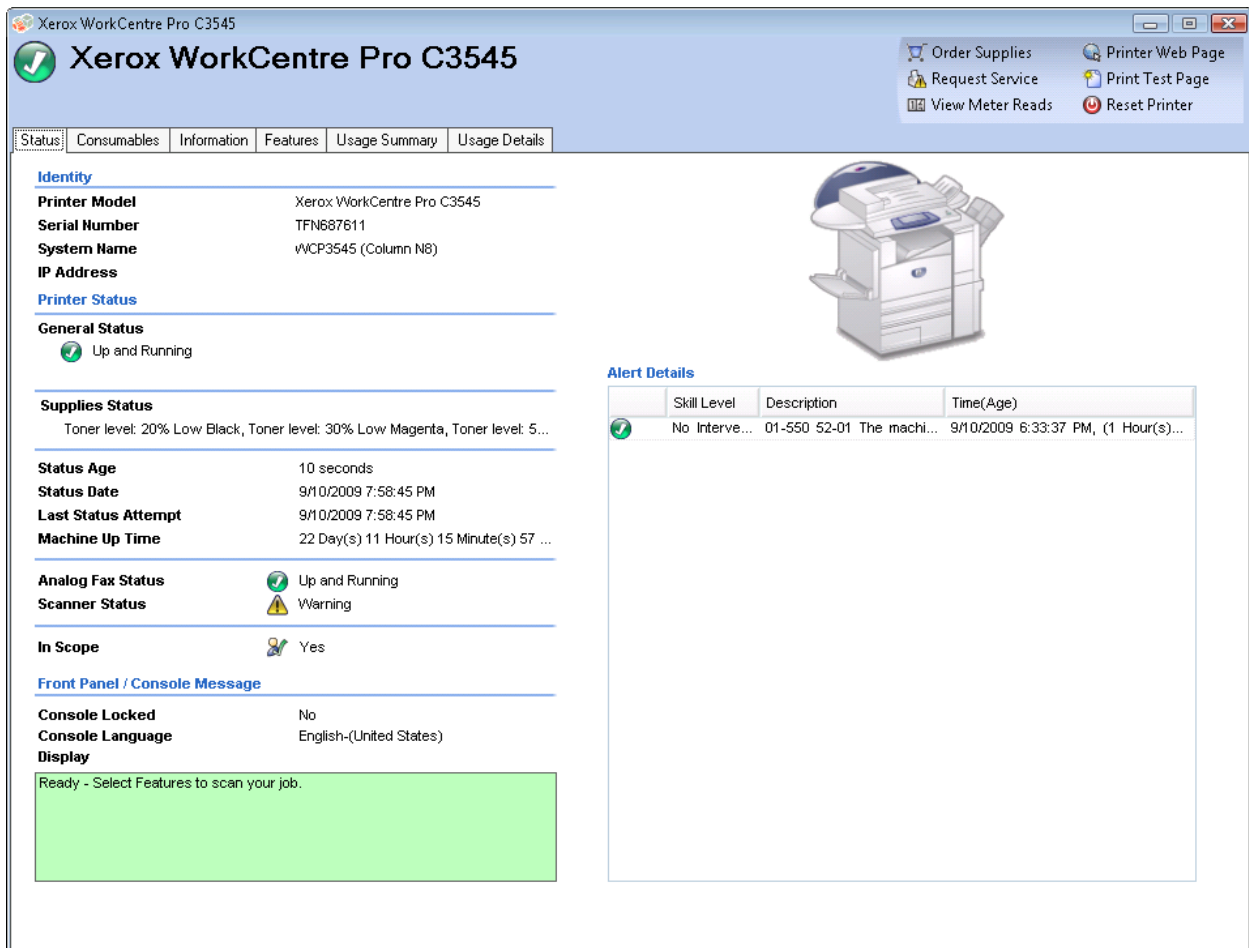
2. Navigate to a location on your computer where you want to save your CSV file and name the file for easy identification. When you are finished, click **Save**.

- The Export to File dialog box displays a message indicating that your export was successful. Click **OK**.

## Printer Properties

In the application you can access the printer properties for a selected printer by:

- In Dashboard view, double-click the **tile**
- In List view, double-click the **row**
- From the printer context menu on the tile or the row, select **Printer Properties**



**Xerox WorkCentre Pro C3545**

Order Supplies | Printer Web Page  
Request Service | Print Test Page  
View Meter Reads | Reset Printer

Status | Consumables | Information | Features | Usage Summary | Usage Details

**Identity**

Printer Model: Xerox WorkCentre Pro C3545  
Serial Number: TFN687611  
System Name: WCP3545 (Column N8)  
IP Address:

**Printer Status**

**General Status**  
Up and Running

**Supplies Status**  
Toner level: 20% Low Black, Toner level: 30% Low Magenta, Toner level: 5...

**Status Age**: 10 seconds  
**Status Date**: 9/10/2009 7:58:45 PM  
**Last Status Attempt**: 9/10/2009 7:58:45 PM  
**Machine Up Time**: 22 Day(s) 11 Hour(s) 15 Minute(s) 57 ...

**Analog Fax Status**: Up and Running  
**Scanner Status**: Warning

**In Scope**: Yes

**Front Panel / Console Message**

Console Locked: No  
Console Language: English-(United States)  
Display: Ready - Select Features to scan your job.

**Alert Details**







	Skill Level	Description	Time(Age)
✓	No Interv...	01-550 52-01 The machi...	9/10/2009 6:33:37 PM, (1 Hour(s))...

The printer properties screens contain the following tabs:

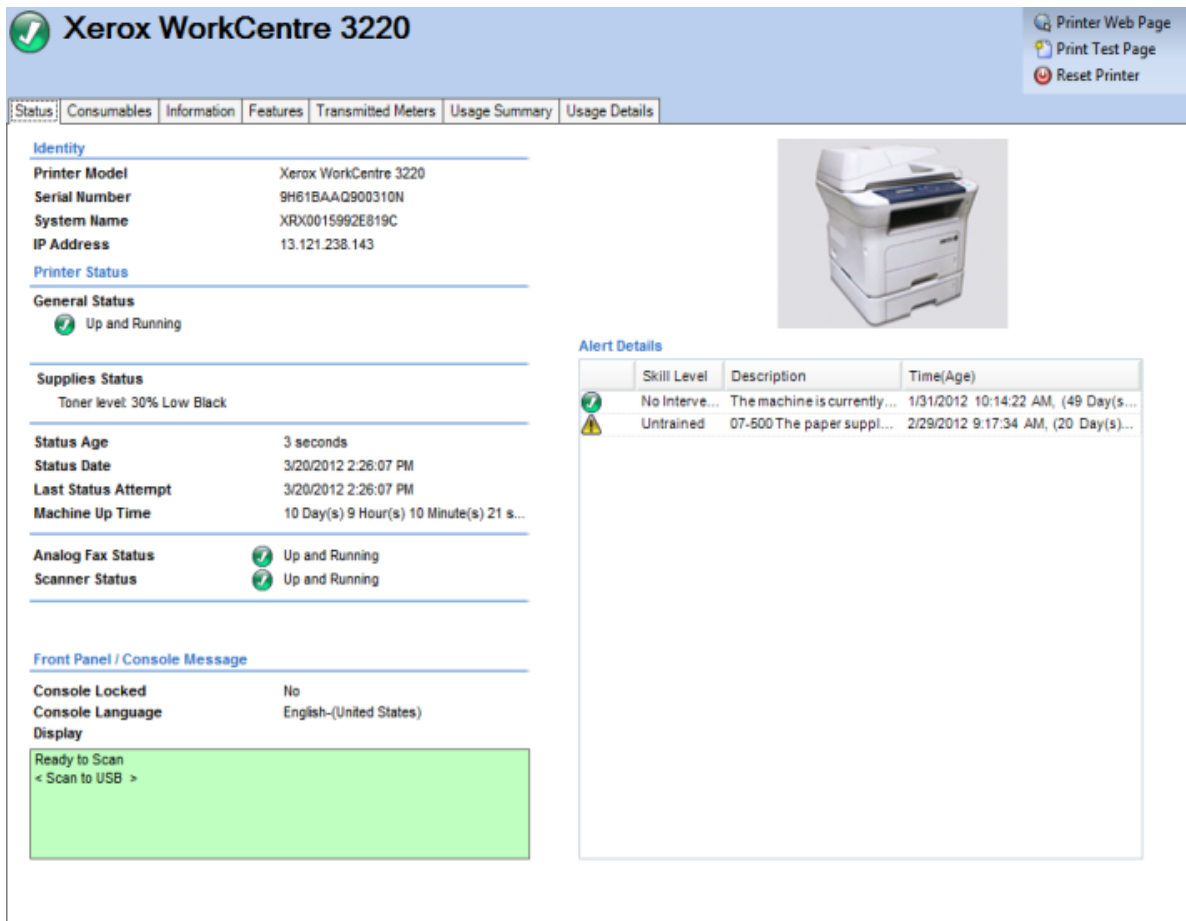
- Status
- Consumables
- Information

- Features
- Transmitted Meters
- Usage Summary
- Usage Details

Above the tabs, you will find the following information and controls:

- Printer Model: the name of the printer
- Printer Status: the printer's current state: , , and 
- Printer Web Page: click  to view the printer's Web page
- Print Test Page: click  to send a test page to the printer
- Reset Printer: click  to reset the printer

## Status





The screenshot displays the Xerox WorkCentre 3220 web interface. At the top, there's a header with the Xerox logo and the model name 'Xerox WorkCentre 3220'. To the right of the header are three buttons: 'Printer Web Page', 'Print Test Page', and 'Reset Printer'. Below the header is a navigation bar with tabs: 'Status', 'Consumables', 'Information', 'Features', 'Transmitted Meters', 'Usage Summary', and 'Usage Details'. The 'Status' tab is currently selected.

The main content area is divided into several sections:

- Identity:** A table showing printer details.
 

Printer Model	Xerox WorkCentre 3220
Serial Number	9H61BAAQ900310N
System Name	XR0015992E819C
IP Address	13.121.238.143
- Printer Status:** A section with a 'General Status' indicator showing a green checkmark and the text 'Up and Running'.
- Supplies Status:** A section showing 'Toner level: 30% Low Black'.
- Status Age:** A table showing status age and date.
 

Status Age	3 seconds
Status Date	3/20/2012 2:26:07 PM
Last Status Attempt	3/20/2012 2:26:07 PM
Machine Up Time	10 Day(s) 9 Hour(s) 10 Minute(s) 21 s...
- Analog Fax Status:** A section showing 'Up and Running' with a green checkmark icon.
- Scanner Status:** A section showing 'Up and Running' with a green checkmark icon.
- Front Panel / Console Message:** A section showing 'Console Locked: No' and 'Console Language: English-(United States)'. Below this is a green box with the text 'Ready to Scan' and '< Scan to USB >'.
- Alert Details:** A table showing alert information.
 

	Skill Level	Description	Time(Age)
	No Interv...	The machine is currently...	1/31/2012 10:14:22 AM, (49 Day(s)...
	Untrained	07-500 The paper suppl...	2/29/2012 9:17:34 AM, (20 Day(s)...

On the right side of the interface, there is a small image of the Xerox WorkCentre 3220 printer.

The Status tab contains the following sections:

- Identity
- Printer Status
- Front Panel/Console Message
- Alert Details

## Identity

Feature	Description
Printer Model	represents the name of the printer
Serial Number	represents a unique identity assigned by the manufacturer of the printer
System Name	typically used to expose a friendly name for the printer
IP Address	indicates the network address used by the printer

## Printer Status

Feature	Description
General Status	identifies the printer's current status via icons
Supplies Status	indicates if supplies are needed
Status Age	identifies how long since the last status was retrieved from the printer
Status Date	indicates the MM/DD/YYYY date (the format may change depending on your printer's geographic location) and that the printer has been at the current status
Last Status Attempt	indicates the MM/DD/YYYY date and that the application attempted to retrieve the printer status
Machine Up Time	indicates the MM/DD/YYYY date and that the printer has been running
Analog Fax Status	identifies the current state of the analog fax via a status icon
Scanner Status	identifies the current state of the scanner via a status icon

## Front Panel/Console Message

Feature	Description
Console Locked	indicates when the printer cannot be configured using the local console screens without administrator-equivalent privileges
Console Language	indicates the language in which the console message is displayed
Display	provides the text exposed on the local console of the printer



## Alert Details

Feature	Description
Status Icon	represents the severity of each alert condition (i.e., warning, critical, ok, etc.)
Skill Level	represents the level of knowledge required to resolve the current alert condition
Description	provides detailed information about the current alert condition within the printer and, for most Xerox printers, may include a status code, a description of the alert condition, a repair action required to eliminate that alert condition, and the state of printing and other services available within the printer
Time (Age)	indicates when the alert condition actually occurred within the printer as well as the duration of that alert condition (time value enclosed within parentheses)

**Note:** Clicking **Refresh** or **Refresh Selected** will only update the Dashboard and List View data; it will not update the printer information. If printer status gets updated in the database, but that information is newer than five minutes, the application will assume the database is correct and not retrieve the more recent information from the printer. To ensure you see the latest printer information on the Printer Properties page, use one of these two procedures:

- Re-open the Printers Properties page after five minutes has elapsed from the last status retrieval. You can verify when the last status retrieval occurred by looking at the Status Age field on the Status tab.

## Consumables

**Xerox WorkCentre 3220**

Printer Web Page  
Print Test Page  
Reset Printer

Status Consumables Information Features Transmitted Meters Usage Summary Usage Details

**Paper Trays**

Tray	Size	Media	Max Capacity	Level
Tray 1	A4 (210mm x 297mm)	Plain Paper	250 Sheets	F
Bypass Tray	Letter (8.5 x 11")	Plain Paper	1 Sheets	E
Tray 2 (optional)	Letter (8.5 x 11")	Plain Paper	250 Sheets	F

**Output Bins**

Bin	Max Capacity	Level
Output Tray	150 Sheets	Empty

**Finisher Related Consumables**

Message  
Finisher related consumable information is not available.

**Imaging Related Consumables**

Replaceable Unit	Serial Number	Max Capacity	Level
Xerox Black High P...	CRUM-1006092...	4000 Impressions	30% F

The Consumables tab contains the following sections:

- Paper Trays
- Output Bins
- Finisher Related Consumables
- Imaging Related Consumables

## Paper Trays

Feature	Description
Tray	represents the name of the tray which contains paper
Size	indicates the size of the paper contained within the paper tray
Media	indicates the type of media currently loaded within the paper tray
Level	represents the current level of paper contained within the paper tray. This data is also displayed as an icon.

## Output Bins

Feature	Description
Bin	represents the name of the output tray
Max Capacity	indicates the maximum amount of paper that can be held within the output tray
Level	represents the current level of paper contained within the paper tray. This data is also displayed as an icon.

## Finisher Related Consumables


Feature	Description
Replaceable Unit	represents the name of an finisher-related consumable that can be replaced within the printer
Max Capacity	indicates the maximum amount of the consumable that is available
Level	represents the current level of consumable

## Imaging Related Consumables




Feature	Description
Replaceable Unit	represents the name of an imaging-related consumable that can be replaced within the printer
Max Capacity	indicates the maximum amount of the consumable that is available
% Remaining	indicates the current amount of the consumable that is left in the printer

Serial Number	indicates the consumable cartridge serial number
Installation Date	indicates the date the last time that the consumable was replaced

## Information



# Xerox WorkCentre 3220

 Printer Web Page
  Print Test Page
  Reset Printer

Status

Consumables

Information

Features

Transmitted Meters

Usage Summary

Usage Details

Printer Information

Printer Type	Network Printer
Manufacturer	Xerox
Printer Model	Xerox WorkCentre 3220
Firmware Level	System Software Version 10.093.02.000, Firmware Version
Serial Number	9H61BAAQ900310N
Customer Asset Number	99999999999999999999999999999999
Xerox Asset Number	N/A
System Name	XR0015992E819C
MAC Address	0015992E819C
Printer Location	Smoke Test
System Contact	Smoke Test
Discovery Date	3/15/2012 10:42:15 AM
Protocol Version	SNMP V2

Multinational

Printer MIB Language	English-(United States)
Console Language	English-(United States)

IP Information

DNS Name	XR0015992E819C
IP Address	13.121.238.143
IP v4	
Address	13.121.238.143
Source	Static
Subnet Address	13.121.238.0
Mask / Prefix	255.255.255.0
Default Gateway	13.121.238.1
Last Known Address	N/A
IP v6	
Address	N/A
Network Address	N/A
Prefix Length	N/A
Last Known Address	N/A

The Information tab contains the following sections:

- Printer Information
- Multinational
- IP Information

## Printer Information

Feature	Description
Printer Type	represents a classification for the network printer
Manufacturer	indicates the vendor that produced the printer
Printer Model	represents the name of the printer

Firmware Level	indicates the version of the software modules and sometimes the hardware modules contained within the printer
Serial Number	represents a unique identity assigned by the manufacturer of the printer – you can copy and paste the number from this field
Customer Asset Number	represents the unique number used to track the printer as an asset
Xerox Asset Number	represents the unique number used by Xerox to track the printer as an asset
System Name	typically used to expose a friendly name for the printer
MAC Address	represents the physical address of the printer at the hardware level
Printer Location	represents the physical location of the printer
System Contact	typically indicates the person responsible for the printer
Discovery Date	indicates the date and time when the printer was first detected by the application
Protocol Version	indicates the protocol and version of that protocol used to search for the printer

## Multinational

Feature	Description
Printer MIB Language	indicates the language of the text exposed for the printer's implementation of RFC 3805 - The Printer MIB v2
Console Language	indicates the language of the text exposed on the local console of the printer

## IP Information

Feature	Description
DNS Name	represents the identity of the printer when using the Domain Name Services portion of the TCP/IP protocol suite
IP Address	represents the network address used by the printer
IP v4	<p>If the printer was found with an IPv4 address, the following fields are populated:</p> <p>Address – represents the IPv4 address</p> <p>Source - represents how the printer's IP address was assigned (i.e., DHCP, static, etc.)</p> <p>Subnet Address - represents the subnet portion of the printer's IP address</p> <p>Mask/Prefix - represents the portion of the printer's IP address that should be considered as the printer identifier and which portion should be considered as the subnet address</p> <p>Default Gateway - represents the network address of the default router connected to the local subnet to which the printer is connected</p> <p>Last Known Address – represents the last known IP address of the selected printer</p>
IP v6	If the printer was found with an IPv6 address, the following fields are populated:

	Address – represents the IPv6 address
	Network Address – represents the network address of the printer
	Prefix Length – represents the numerical length of the prefix
	Last Known Address – represent the last known IP address of the selected printer

## Features

**Xerox WorkCentre 3220**

Printer Web Page  
Print Test Page  
Reset Printer

Status Consumables Information **Features** Transmitted Meters Usage Summary Usage Details

**Printer Capabilities**

Marking Technology	Electro-Photographic Laser
Color Capable	No
Duplex Capable	Yes
Black Rated PPM	28
Color Rated PPM	0
Advanced Finishing Supported	No
Finishing Options	Unknown
<hr/>	
Analog Fax Modem Installed	Yes
Analog Fax Capable	Yes
Analog Fax Description	Xerox Fax Card, 33.6 Kbps, V.34, 30...
Analog Fax Status	Up and Running
Analog Fax Phone Number	5855551212
<hr/>	
Scanner Installed	Yes
Scanner Description	Xerox Color Scanner, 28ppm, Auto D...
Scanner Status	Up and Running
Scan to File Capabilities	
File	Unknown
Server	Unknown
E-Mail	Unknown
Internet Fax	Unknown
<hr/>	
Physical Memory Total	128 MB
Hard Drive Installed	Unknown
Hard Drive Size	Unknown
Printer Web Server Enabled	Yes

**Services Supported**

Name	Configured	Status
copy service	Configured	Not supported
scan to network	Service Status U...	Not supported
scan to application	Service Status U...	Not supported
scan to email	Service Status U...	Not supported
scan to usb	Configured	Not supported
copy service	Service Status U...	Not supported
local authenticati...	Service Status U...	Not supported
print service	Service Status U...	Not supported
manual software...	Service Status U...	Not supported

The Features tab contains the following sections:

- Printer Capabilities
- Services Supported

### Printer Capabilities

Feature	Description
Marking Technology	represents the type of technology contained within the printer to generate marks on paper (e.g. laser, solid ink, etc.)

Color Capable	indicates when a printer supports color printing
Duplex Capable	indicates when the printer is configured to generate prints on both sides of the paper
Black Rated PPM	indicates how fast a printer can produce black images on a single sheet of paper
Color Rated PPM	indicates how fast a printer can produce color images on a single sheet of paper
Advanced Finishing Supported	indicates when a printer contains finishing capabilities
Finishing	indicates the type of finishing capabilities supported by the printer such as staple, bind, fold, punch, stack, insert, etc.
Analog Fax Modem Installed	indicates when an Analog Fax Modem is installed on the printer
Analog Fax Capable	indicates when the Analog Fax services is enabled on the printer
Analog Fax Description	provides more hardware-related details about the Analog Fax Modem
Analog Fax Status	indicates the status of the Analog Fax service and related hardware
Analog Fax Phone Number	indicates the phone number used by the Analog Fax Modem
Scanner Installed	indicates when a Scanner module is installed in the printer
Scanner Description	provides more hardware-related details about the Scanner module installed within the printer
Scanner Status	indicates the status of the Scanner module
Scan to File Capable	indicates when the Scan-to-File service is enabled for use within the printer
Scan to Server Fax Capable	indicates when the Scan-to-Server Fax service is enabled for use within the printer
Scan to E-mail Capable	indicates when the Scan-to-E-mail service is enabled for use within the printer
Internet Fax Capable	indicates when the Scan-to-Internet Fax service is enabled for use within the printer
Physical Memory Total	indicates the amount of physical memory installed on the network controller printer
Hard Drive Installed	indicates when a hard disk has been installed in the printer
Hard Drive Size	indicates the size of the hard disk installed in the printer
Printer Web Server Enabled	indicates when the embedded Web server feature of the printer is enabled

## Services Supported

Feature	Description
Name	represents the name of a service supported on the printer
Configured	indicates when a service is configured for use on the printer
Status	indicates the current status of a service on the printer; also indicates the impact

that alert conditions have on a service

## Transmitted Meters

**Xerox WorkCentre 3220**

Printer Web Page  
Print Test Page  
Reset Printer

Status Consumables Information Features **Transmitted Meters** Usage Summary Usage Details

**Transmission Status**

Last Synchronization 3/20/2012 3:00:05 PM  
Last Device Status Read 3/20/2012 4:09:41 PM

**Transmitted Meter Information**

<b>Page Count</b>	8,153 Impressions	Large Impressions	N/A
<b>Page Count since Power On</b>	22 Impressions	Black Large Impressions	N/A
		Color Large Impressions	N/A
<b>Total Impressions</b>	8,153 Impressions		
Black Impressions	8,153 Impressions	Sheets	7,960 Sheets
Color Impressions	N/A	2 Sided Sheets	59 Sheets
Fuji Xerox Meter 1	N/A	Fax Images Received	5 Images
Fuji Xerox Meter 2	N/A	Fax Impressions	5 Impressions
Fuji Xerox Meter 3	N/A		
Fuji Xerox Meter 4	N/A		
Level 1 Impressions	N/A		
Level 2 Impressions	N/A		
Level 3 Impressions	N/A		
Black + Color Level 1 Impressions	N/A		
Color Level 2 Impressions	N/A		
Color Level 3 Impressions	N/A		

The Transmitted Meters tab contains the following sections:

- Transmission Status
- Transmitted Meter Information

### Transmission Status

Feature	Description
Last Synchronization	shows the date and time when the usage meter counters were transmitted to Xerox Services Manager
Last Device Status Read	shows the date and time when the printer was last statused

## Transmitted Meter Information

Feature	Description
Page Count	the number pages produced by the printer that were reported to XSM
Page Count since Power On	the number pages that have been produced by the printer since it was last turned on that were reported to XSM
Total Impressions	total volume generated by the printer based upon color and service that was reported to XSM

## Usage Summary

The screenshot displays the Xerox WorkCentre 6400X web interface. The top navigation bar includes tabs for Status, Consumables, Information, Features, Usage Summary (selected), and Usage Details. The Usage Summary tab is active, showing two main sections: Usage Statistics and Usage Counter Summary.

**Usage Statistics**

2 Sided Percentage	18%
Average Coverage - Cyan	N/A
Average Coverage - Magenta	N/A
Average Coverage - Yellow	N/A
Average Coverage - Black	N/A

**Usage Counter Summary**

Page Count	4,888 Impressions	Large Impressions	0 Impressions
Page Count since Power On	162 Impressions	Black Large Impressions	0 Impressions
		Color Large Impressions	0 Impressions
Total Impressions	4,888 Impressions		
Black Impressions	2,118 Impressions	Sheets	N/A
Color Impressions	2,770 Impressions	2 Sided Sheets	463 Sheets
FujiXerox Meter 1	N/A	Fax Images Received	20 Images
FujiXerox Meter 2	N/A	Fax Impressions	20 Impressions
FujiXerox Meter 3	N/A		
FujiXerox Meter 4	N/A		
Level 1 Impressions	N/A		
Level 2 Impressions	N/A		
Level 3 Impressions	N/A		
Black + Color Level 1 Impressions	N/A		
Color Level 2 Impressions	N/A		
Color Level 3 Impressions	N/A		

The Usage Summary tab contains the following sections:

- Usage Statistics
- Usage Counter Summary



## Usage Statistics

Feature	Description
2 Sided Percentage	represents the percentage of pages generated by the printer that have been imaged on both sides of a sheet of paper
Average Coverage - Cyan	represents the percentage of paper is covered by cyan
Average Coverage - Magenta	represents the percentage of paper is covered by magenta
Average Coverage - Yellow	represents the percentage of paper is covered by yellow
Average Coverage - Black	represents the percentage of paper is covered by black

## Usage Counter Summary

Feature	Description
Page Count	indicates the number of pages that have been produced by the printer
Page Count Since Power On	indicates the number of pages that have been produced by the printer since it was last powered on
Total Impressions	indicates the total volume generated by the printer based upon color and service

## Usage Details

**Usage Counter Details**

<b>Printed Impressions</b>	349,018 Impressions	<b>Embedded Fax Impressions</b>	957 Impressions
Black Printed Impressions	163,355 Impressions	Embedded Fax Images Sent	1,427 Images
Color Printed Impressions	185,663 Impressions	Embedded Fax Images Received	0 Images
Printed Large Sheets	2,917 Sheets	Embedded Fax 2 Sided Sheets	0 Sheets
Black Printed Large Sheets	419 Sheets	Embedded Fax Large Sheets	0 Sheets
Color Printed Large Sheets	2,498 Sheets		
Printed 2 Sided Sheets	42,777 Sheets	<b>Images Sent</b>	4,517 Images
Black Printed 2 Sided Sheets	28,134 Sheets	Network Scanning Images Sent	0 Impressions
Color Printed 2 Sided Sheets	14,643 Sheets	E-Mail Images Sent	3,090 Impressions
		Server Fax Images Sent	N/A
		Internet Fax Images Sent	0 Impressions
		Scanned Images Stored	N/A
<b>Copied Impressions</b>	67,566 Impressions	<b>Server Fax Impressions</b>	N/A
Black Copied Impressions	46,459 Impressions	Server Fax Images Received	N/A
Color Copied Impressions	21,107 Impressions		
Copied Large Sheets	580 Sheets	<b>Internet Fax Impressions</b>	N/A
Black Copied Large Sheets	293 Sheets	Internet Fax Images Received	N/A
Color Copied Large Sheets	287 Sheets		
Copied Large Sheets	580 Sheets		
Black Copied Large Sheets	293 Sheets		
Color Copied Large Sheets	287 Sheets		
Copied 2 Sided Sheets	8,633 Sheets		
Black Copied 2 Sided Sheets	4,067 Sheets		
Color Copied 2 Sided Sheets	4,566 Sheets		

The Usage Details tab contains the following section:

- Usage Counter Details

### Usage Counter Details

This section contains secondary information about meters.



# Synchronize

To access the Synchronize area, click the **Synchronize** button in the left navigation pane of the application.

**Synchronize**

Details

**Actions**

- Synchronize Now
- Change Settings

Printers

**Synchronize**

Settings

To ensure that the correct levels of service can be maintained for the printers in the account, information is synchronized on a regular basis.

**Registration**

Status	Registration successful
Operations Center	GPDGOC
Account	GPDGOC - Default

**Synchronize / Send Meter Reads**

**Last Synchronize**

Date	3/20/2012 3:01:01 PM
Status	Xerox Services Manager data exported.

**Last Successful Synchronization**

Date	3/20/2012 3:01:01 PM
------	----------------------

**Next Synchronization**

Schedule	Daily at 3:00:00 PM
Date	3/21/2012 3:00:00 PM

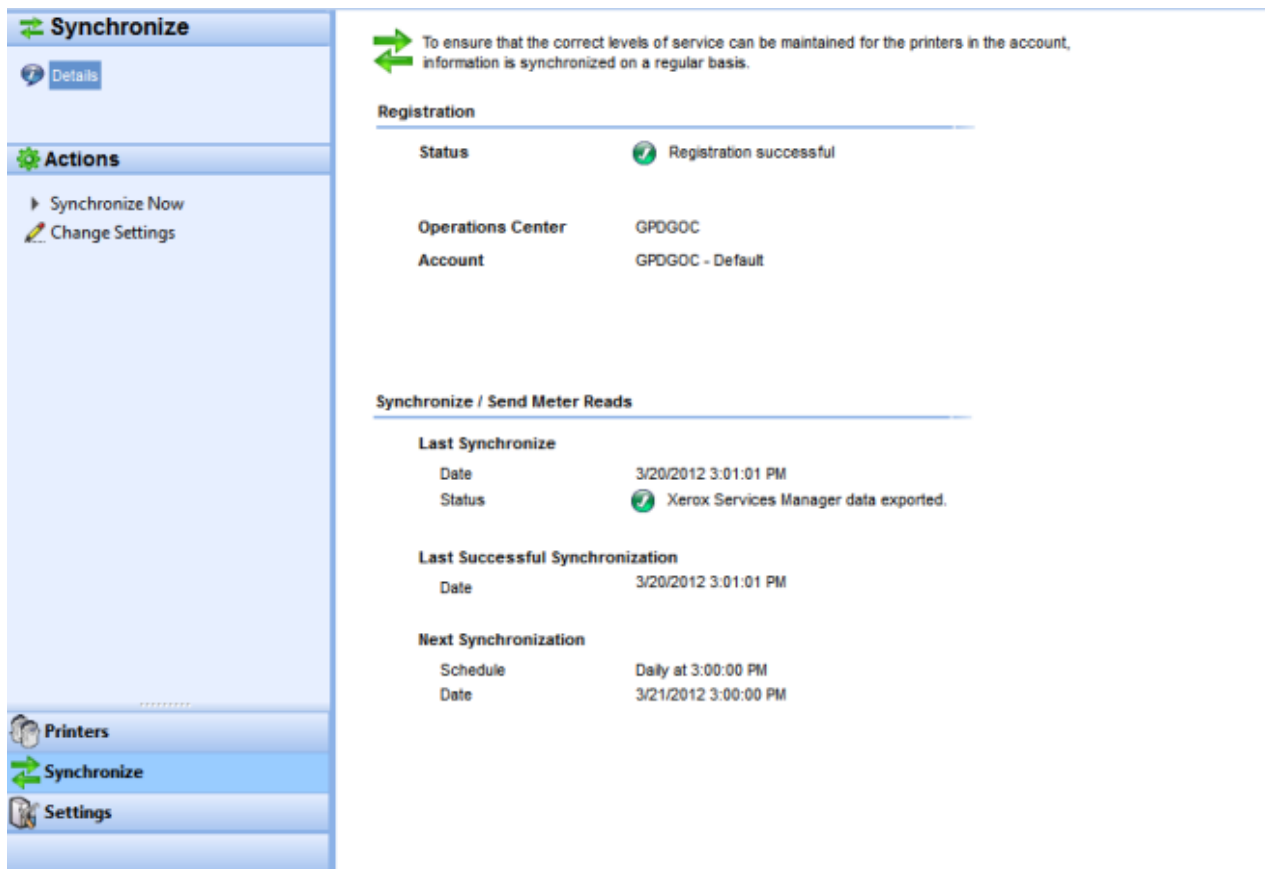
The Synchronize area allows you to synchronize data between the application and XSM, change synchronization settings, as well as review registration status. To ensure that printers are maintained at the correct levels of service, you should regularly synchronize information with XSM. To review or modify synchronization settings, go to the left navigation pane, and choose **Synchronize Now**. The Synchronize screen opens.

The Synchronization window displays the last time that the application retrieved information from the networked printers and when it last communicated meter reads to XSM. The screen also indicates the last successful synchronization and the next scheduled synchronization information.

# Views

## Details

Click **Details** to see the Details view, which is shown by default.





The Details view contains the following features:

Feature	Description
Registration	indicates, with an icon, whether or not registration was successful
Synchronize/Send Meter Reads	indicates the following: <ul style="list-style-type: none"> <li>Last Synchronize: date, time, and status of the last synchronization attempt</li> <li>Last Successful Synchronization: date and time</li> <li>Next Synchronization: current schedule, date, and time</li> </ul>
Printer Export Message	displays if the printer export is currently in progress


The Details view contains the following actions: Synchronize Now/Stop Synchronize and Change Settings.

### Synchronize Now/Stop Synchronization

1. From the left navigation pane, click  to start the synchronization. When the synchronization is in progress, this icon changes to , allowing you to stop the synchronization.
2. Under the Synchronize/Send Meter Reads section, a progress bar displays.

**Note:** When you change your synchronization, status, or search settings in the application, please wait several minutes before you perform a synchronization to give XSM sufficient time to register the changes.

### Change Settings

1. When you click , the Synchronization Settings dialog box opens.
2. Modify the information as necessary. See the Configuration section for more information.



# Settings

To access the Settings area, click the **Settings** button in the left navigation pane of the application.

The screenshot displays the Settings application interface. On the left is a navigation pane with a 'Settings' header and a list of options: Search (selected), Status Read, Local Alerts, Administrator, Languages, Updates, and Log. Below this is an 'Actions' section with 'Search Now' and 'Change Settings'. At the bottom of the navigation pane are buttons for 'Printers', 'Synchronize', and 'Settings'. The main content area on the right has a header with a magnifying glass icon and the text: 'The network is searched for printers on a regular basis. Newly discovered printers are added to the printers list.' Below this is a 'Printer Search' section. It contains two tables: 'Last Search' and 'Next Search'. The 'Last Search' table shows details for a search on 5/13/2013 at 3:11:17 PM, with 10 printers found and the search stopped. The 'Next Search' table shows the next search is scheduled for 5/14/2013 at 10:00:00 AM.

Last Search	
Search Settings	Specified Search (Advanced)
Date	5/13/2013 3:11:17 PM
Duration	00:00:15
Total Printers Found	10
New Printers	0
Progress	⚠ Stopped

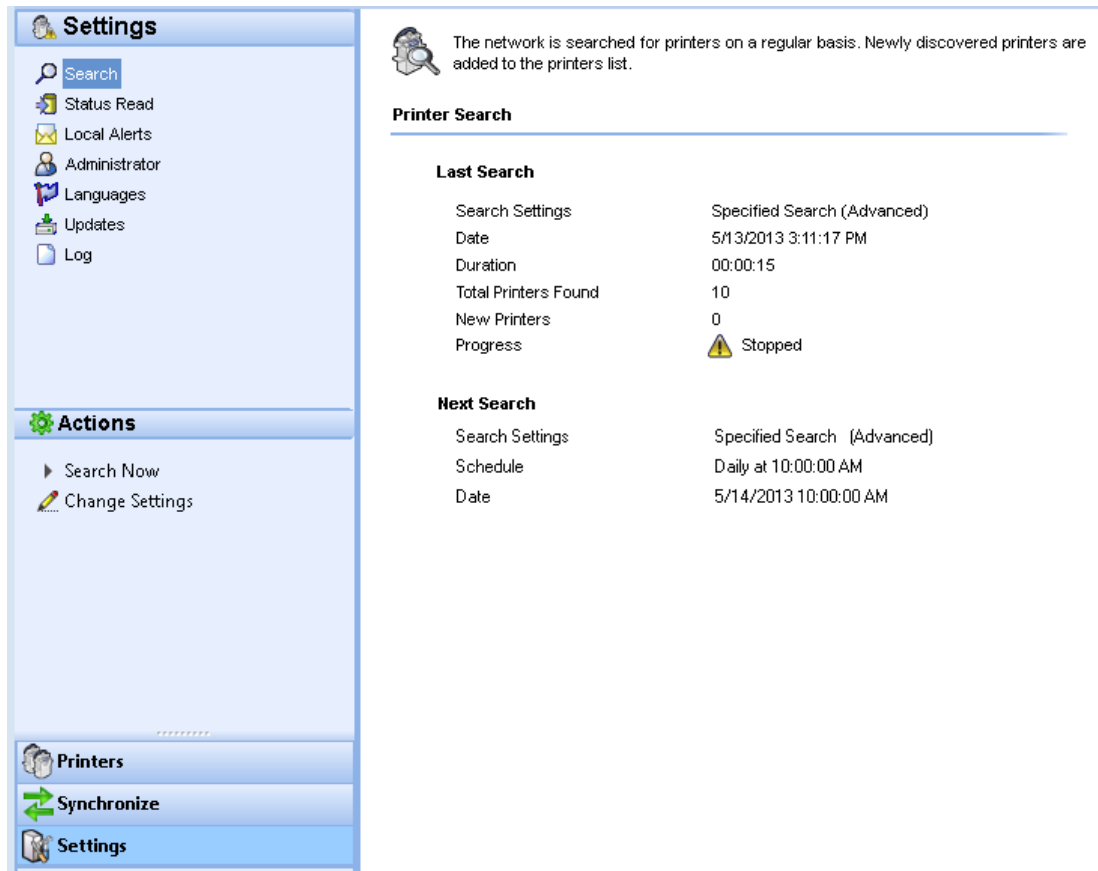
Next Search	
Search Settings	Specified Search (Advanced)
Schedule	Daily at 10:00:00 AM
Date	5/14/2013 10:00:00 AM

The Settings area allows you to view and select a variety of application configuration options for application actions, such as search for printers and obtain printer status, as well as other application functions.

## Search

When you first access the Settings area, the Search view is selected by default. If another settings page had been selected, click **Search** to return to the Search view.








The Printer Search details are displayed in the right pane. While in the Search section, you can go to the Actions menu and click Change Settings to perform the following actions:

- view and configure individual IP search, individual DNS name search, subnet mask sweep, frequency of search, and time of search,
- view current search settings, and
- remove individual settings that are no longer applicable

The Printer Search screen includes the following information:



Feature	Description
Last Search	<p>indicates the following parameters for the current search:</p> <ul style="list-style-type: none"> <li>• Search Settings: The current settings from Default Search, No Search, or Specified Search</li> <li>• Date: indicates the date of the last search in the date format specified by your operating system</li> <li>• Duration: indicates how long it took to perform the search</li> <li>• Total Printers: indicates how many printers have been found during the search</li> </ul>


	<ul style="list-style-type: none"> <li>• <b>New Printers Found:</b> indicates out of all the printers found, how many new ones were found in the most recent search</li> <li>• <b>Progress:</b> shows the progress indicator when the search is running or shows the search status with one of the following icons: , , or </li> </ul>
Next Search	<p>indicates the following parameters for the next search:</p> <p><b>Search Settings:</b> indicates the search setting from Default Search, No Search, or Specified Search</p> <p><b>Schedule:</b> indicates if the search will occur daily or at other intervals at the exact time in the date format specified by your operating system</p> <p><b>Date:</b> indicates the next date that a search is scheduled in the date format specified by your operating system</p>

## Actions

The Search view contains the following actions: Search Now/Stop Searching and Change Settings.

### Search Now/Stop Searching

1. From the Left Navigation pane, click  to start the search; when the search is in progress, this icon changes to , allowing you to stop the search.

**Note:** It can take 10 to 15 seconds to stop the search after you click .

2. Under the Settings/Search section, a progress bar displays.

### Change Settings

1. When you click , the Search Settings dialog box opens.

The screenshot shows a 'Search Settings' dialog box with a title bar and a close button. It is divided into several sections:

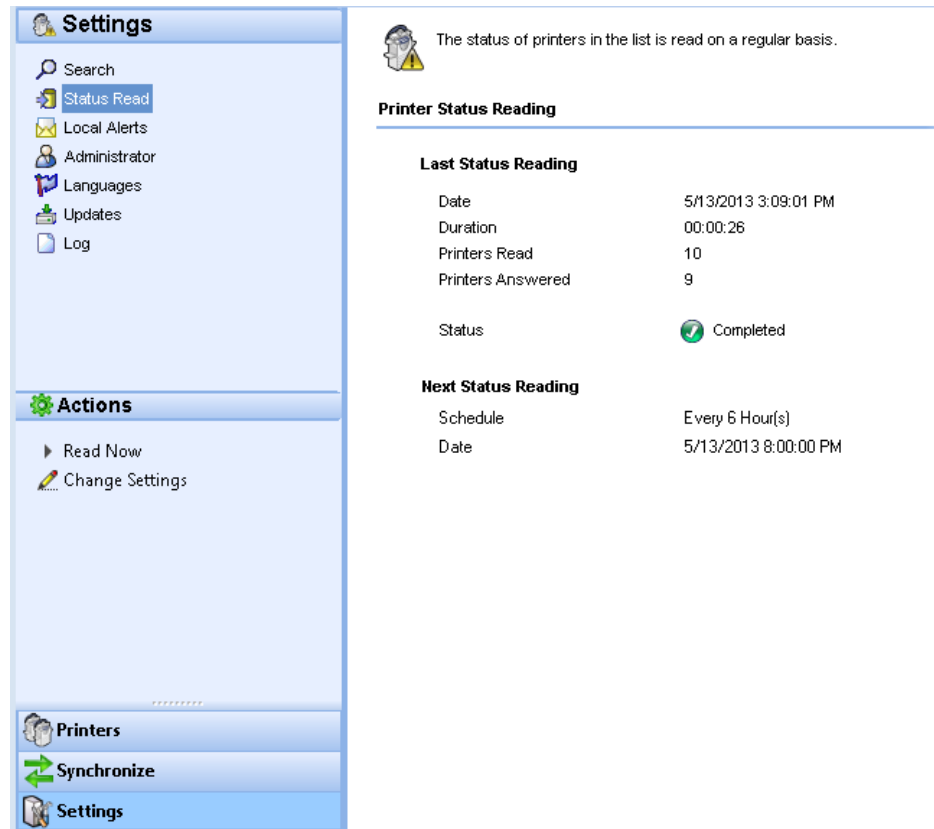
- Printer Search (Only Xerox Printers):** Contains three radio buttons: 'Default Search' (Local Subnet), 'No Search' (Add Printers Individually), and 'Specified Search' (Advanced). The 'Specified Search' option is selected. An 'Advanced...' button is located to the right.
- New Search:** A section on the left containing:
  - Search Type:** A dropdown menu currently showing 'IPv4 Address'.
  - Address:** An empty text input field.
  - Subnet Mask:** A text input field containing '255.255.252.0'.A right-pointing arrow button is positioned between this section and the 'Current Searches' section.
- Current Searches:** A section on the right containing a table with three columns: 'Start Address', 'End Address', and 'Mask / Prefix'. The table is currently empty. Below the table are 'Delete' and 'Delete All' buttons.

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

2. Modify the information as necessary. See the Configuration section for more information.

# Status Read

Click the **Status Read** button to access the Status Read view.



Printers are polled for print counters and supplies levels at configurable scheduled intervals.

The Printer Status Reading screen contains the following features:


Feature	Description
Last Status Reading	<p>indicates the following parameters for the last status reading:</p> <ul style="list-style-type: none"> <li>• <b>Date:</b> indicates the date of the last reading in the date format of your operating system</li> <li>• <b>Duration:</b> indicates how long it took to perform the reading in hours and minutes</li> <li>• <b>Printers Read:</b> indicates how many printers were read</li> <li>• <b>Printers Answered:</b> indicates how many printers answered</li> <li>• <b>Status:</b> indicates the status of the last read along with icons according to success, warning or error</li> </ul>

Next Status Reading	<p>indicates the following parameters for the next status reading:</p> <ul style="list-style-type: none"> <li>• <b>Schedule:</b> indicates if the reading will occur daily or at other intervals at the exact time in the date/time format of your operating system</li> <li>• <b>Date:</b> indicates the next date that a reading is scheduled in the date format of your operating system</li> </ul>
---------------------	--


## Actions

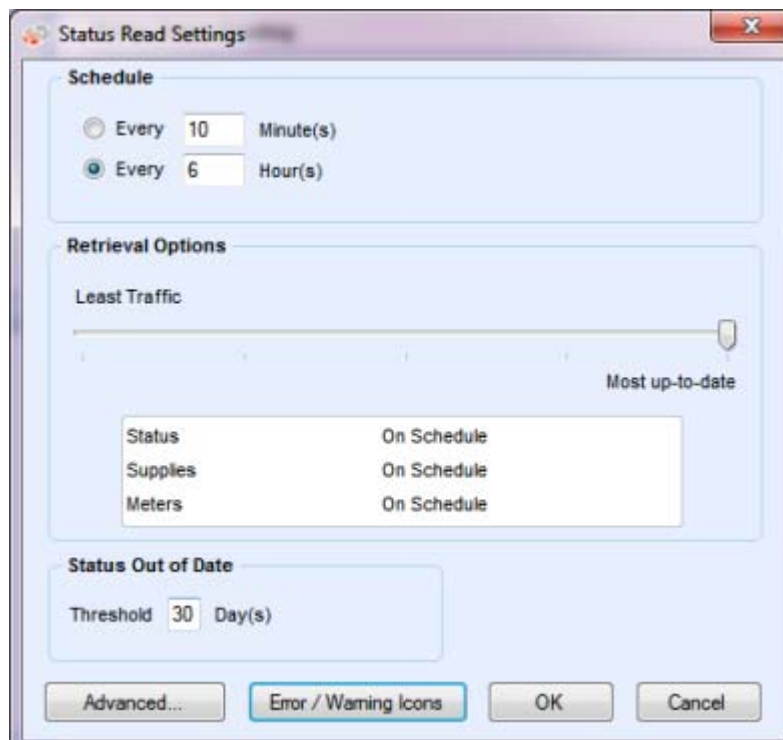
The Status Read view contains the following actions: Read Now and Settings.

### Read Now

1. From the Left Navigation pane, click  to start the status reading.  
**Note:** If your version of the application distinguishes between In-Scope and Out-of-Scope devices, this will only apply to In-Scope Printers.

### Change Settings

1. When you click , the Status Read Settings dialog box opens.



2. In the Schedule section, modify the information as needed. See the Configuration section for more information.

**Note:** Depending on your application's configuration, the application may force you to synchronize with XSM daily at a minimum. In this case, you will not be able to select a synchronization frequency greater than 24 hours.

3. In the Retrieval Options section, you can determine how often and how much information the application retrieves data on status, supplies, and meters. The built-in slider allows you to adjust your settings to ensure that the application can achieve and report on the required SLA for fetching printer status.
  - When you move the slider to the left, the application will retrieve less data at the scheduled frequency.



- When you move the slider to the right, the application will retrieve more data at the scheduled frequency.



4. In the Status Out of Date section, you can set how many days may elapse before a printer is highlighted for having an out of date status.
5. Click the Error / Warning Icons button to customize which status icons are associated with which descriptions.
  - In the Define Error / Warning Icon popup, you may change the icon associated with each status message. Click **Save** when you are finished.



## Local Alerts

Click **Local Alerts** to customize popups and e-mail-based local alerts. In Local Alerts, you can identify which alerts you want to be notified about via popups or e-mail.

**Settings**

Search

Status Read

**Local Alerts**

Administrator

Languages

Updates

Log

**Actions**

Change Settings

**Printers**

Synchronize

Settings

When printers or the application have problems, the user can be alerted. These preferences are displayed here.

**Local Alerts**

	Popup Alerts	E-Mail Alerts
<b>Printer Critical Status</b> Printer conditions that require Intervention or Trained Personnel to remedy the problem.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Printer Consumable Status</b> Printer conditions that announce warnings such as Low Toner, Missing Consumables, etc.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Printer Paper Status</b> Printer conditions that announce warnings such as Low Paper, Paper Tray Empty etc.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Application Status</b> System errors such as E-Mail Server Down, Proxy Server Down or Could Not Talk with the Registration Server, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Filtered Notifications</b> Clear=Include all available fields in the notification. Set=Exclude non relevant fields from the notification.		<input type="checkbox"/>

**Popups Alert Behavior**

Show Popups until clicked

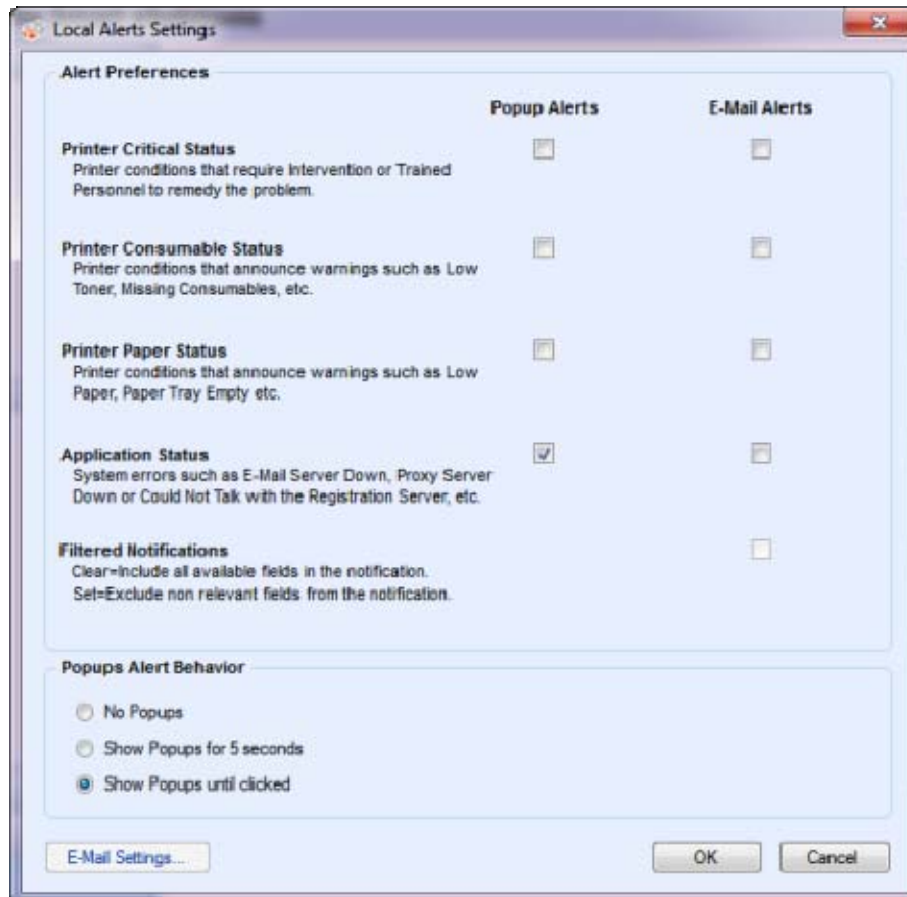
## Actions

The Local Alerts view contains the following action: Change Settings.

### Change Settings

- When you click , the Local Alerts Settings dialog box opens.





2. Review the Alert Preferences section for the statuses on which you can receive alerts:
  - **Printer Critical Status:** indicates printer problems that require service, management intervention, or other trained technicians to fix.
  - **Printer Consumable Status:** indicates problems related to printer supplies such as low toner and missing consumables.
  - **Printer Paper Status:** indicates issues such as low paper, tray empty, and more.
  - **Application Status:** indicates application system errors such as e-mail server down, proxy server down, or issues communicating with the XSM server.
  - **Filtered Notifications:** By default this box is unchecked. Check the box to send only the minimal, relevant fields in the notification.
3. The popup settings you select will apply to all popup alert preferences configured for printer critical status, printer consumable status, and application status. Please be sure to select the appropriate behavior for your business.
  - No Popups - prevents any popup alerts from being displayed even if you selected the popup alerts check box in the Preferences section.

- Show Popups for 5 seconds - closes the popup alert window after it is displayed for five seconds. The application will not redisplay the popup alert windows once the initial window has disappeared.
  - Show Popups until clicked - displays the popup alert window in the lower right corner of the screen until you manually click the window to close it.
4. If you choose to receive e-mail alerts, click **E-Mail Settings**....

**Email Settings**

**E-Mail**

**SMTP Server** Test

Name or IP Address

Port  Default 25

**E-Mail Addresses**

From

To

(Multiple addresses are separated by semicolons)

**SMTP Security (needed by some SMTP Servers)**

User Name

Password

Verify Password

OK Cancel

- a. In the E-mail section:
  - Enter the **name** or **IP address** of the SMTP server and the corresponding port number.
  - In the From field, enter the **e-mail address** of the SMTP server.
  - In the To field, enter the **e-mail address(es)** of the E-mail recipients. Separate multiple recipients by semicolons.
- b. Click **Test** to verify your SMTP settings.
  - If the application indicates that there are errors in these fields, correct the information and click **Test**.

- c. In the SMTP Security section:
  - In the User Name field, enter the **username**.
  - In the Password field, enter the **password**.
  - In the Verify Password field, re-enter the **password**.

5. Modify the information as necessary. Click **OK**.

## Administrator

Click the **Administrator** button to open the Administrator screen.

**Settings**

- Search
- Status Read
- Local Alerts
- Administrator**
- Languages
- Updates
- Log

**Actions**

- Change Settings

**Printers**

**Synchronize**

**Settings**

Information about the administrator of the system.

**Administrator / Account**

**Name** XDA Lite

**Location**

Street Address

Town / City

State / Province

Zip / Postal Code

Country

**Phone** 123456

**E-Mail** [aa@aa.com](mailto:aa@aa.com)

**Website**

**Comment**

The Administrator screen contains the following information:


Feature	Description
Name	identifies the name of the administrator

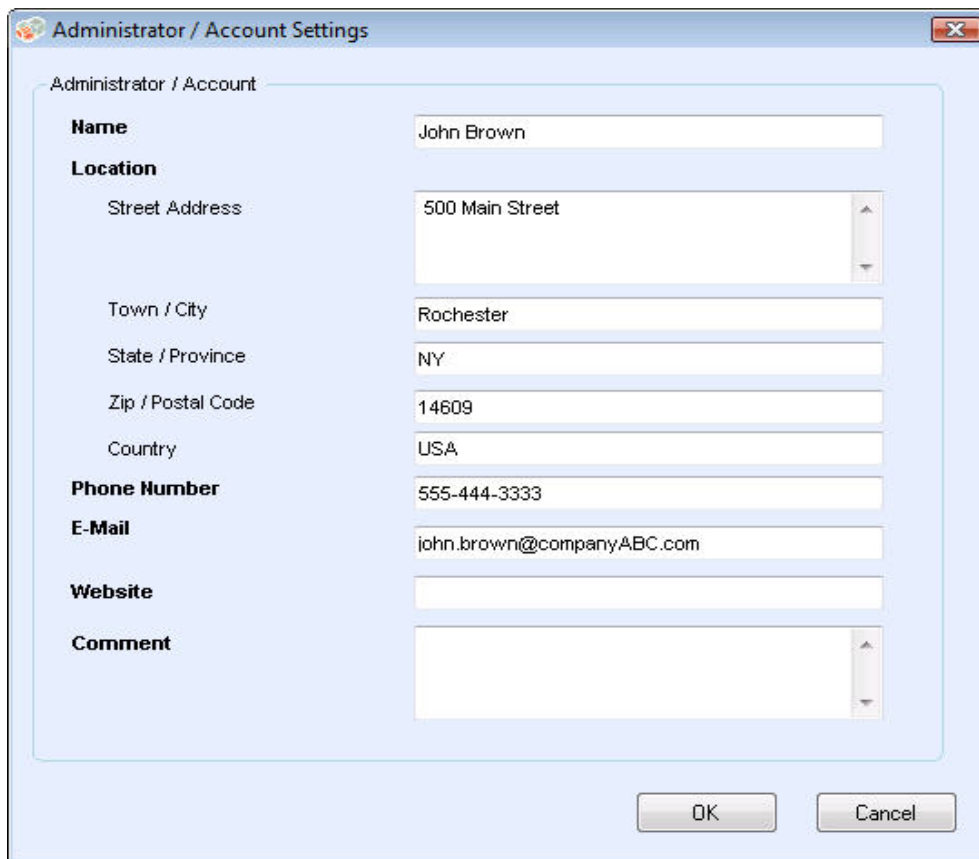
Location	identifies the address of the administrator
Phone	identifies the phone number of the administrator
E-mail	identifies the e-mail of the administrator
Website	identifies the website of the administrator
Comment	includes any comments posted by the administrator

## Actions

The Administrator view contains the following action: Change Settings.

### Change Settings

1. When you click , the Administrator/Account Settings dialog box opens.



The dialog box is titled "Administrator / Account Settings" and contains the following fields:

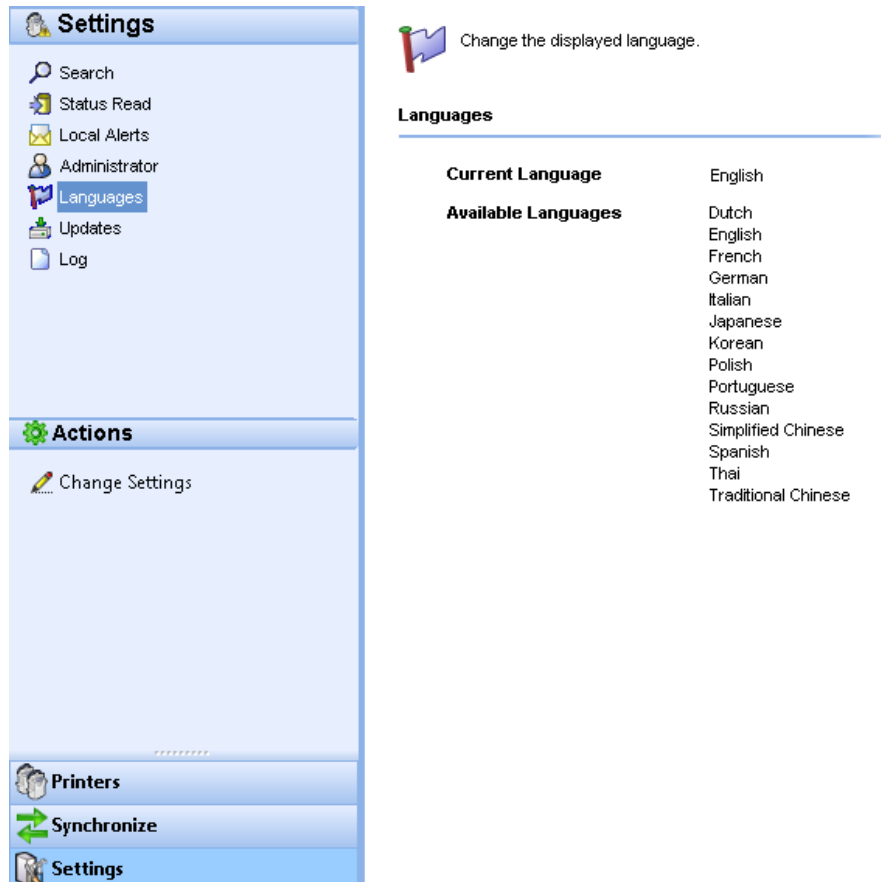
- Name:** John Brown
- Location:**
  - Street Address: 500 Main Street
  - Town / City: Rochester
  - State / Province: NY
  - Zip / Postal Code: 14609
  - Country: USA
- Phone Number:** 555-444-3333
- E-Mail:** john.brown@companyABC.com
- Website:** (empty field)
- Comment:** (empty text area)

At the bottom right, there are "OK" and "Cancel" buttons.

2. Modify the information as necessary.

# Languages

Click the **Languages** button to see all the languages that the application supports.




The Languages screen contains the following information:

Feature	Description
Current Language	indicates the language in which the application is running
Available Languages	indicates the languages you can choose

## Actions

The Languages view contains the following action: Change Settings.

### Change Settings

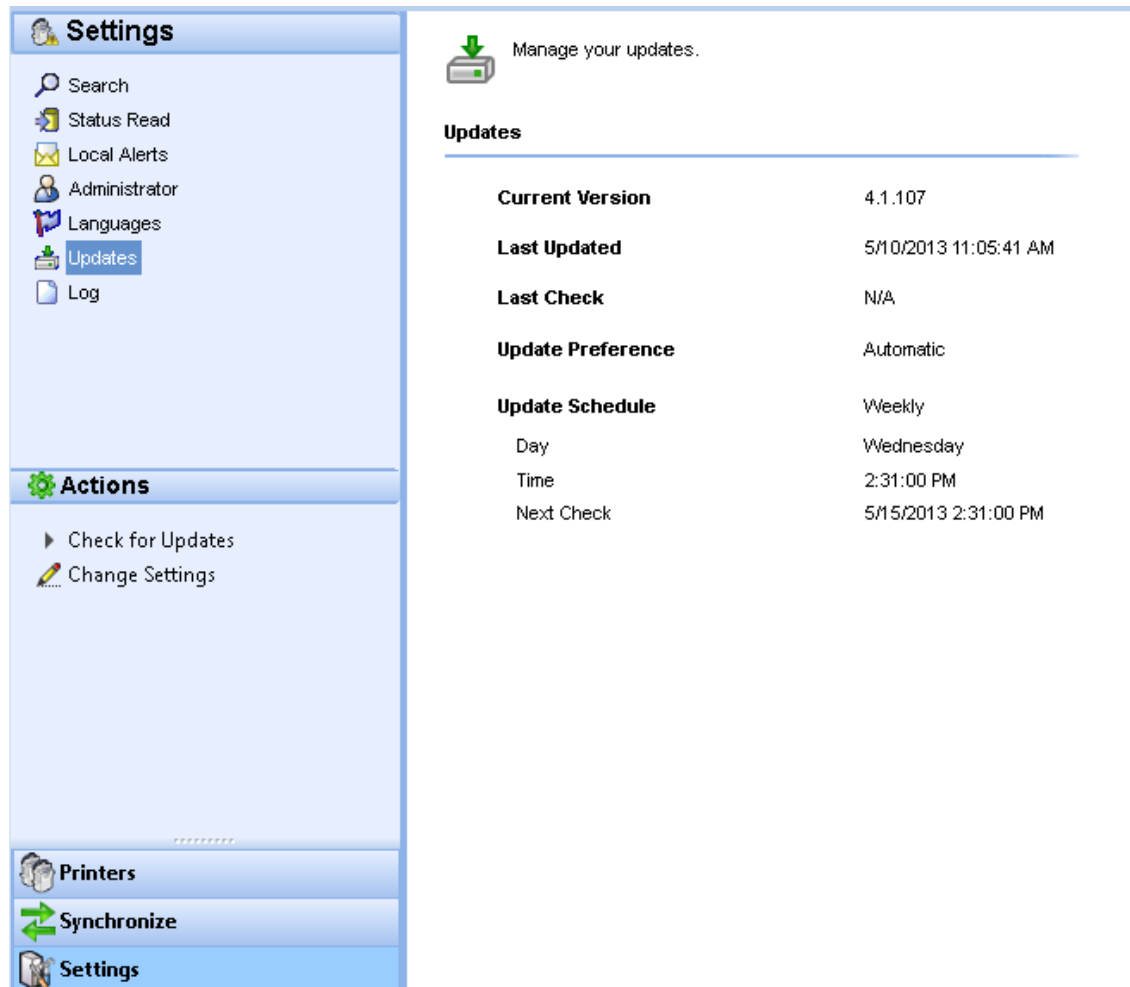
1. When you click , the Language Settings dialog box opens.



2. Select a **new language**, and click **OK**.
3. The Language Settings dialog box opens, reminding you that for the language change to take effect, you must restart the application. Click **Yes**.
4. The application is now displayed in the language you selected.

# Updates

Click **Updates** to view and to change the automatic update settings as well as check for updates.



The application communicates to the auto upgrade server to verify if there is a newer version of software. The default setting is to prompt you to confirm the installation of the new version.

The Updates screen contains the following information:

Feature	Description
Current Version	indicates the current the application version number
Last Updated	displays the date and time when the application was last updated
Last Check	indicates the date and time that the application last checked for updates
Update Preference	The three update preferences are


	<ul style="list-style-type: none"> <li>• Automatic: When a new version is available, it is installed automatically (recommended)</li> <li>• Prompt: When a version is available, you will be prompted to install the software (default)</li> <li>• Never: Do not check for updates automatically. Manually checking for updates is available.</li> </ul>
Update Schedule	indicates the day of the week and time of the day to check for scheduled updates, as well as the next scheduled update

**Note:** To keep the application software current, particularly where the computer is in an unmanned account or is used infrequently, you must change the Update setting to Automatic with a weekly schedule check. This will update the application silently without waiting for an on-site resource to access the computer.

## Actions

The Updates view contains the following actions: Check for Updates and Change Settings.

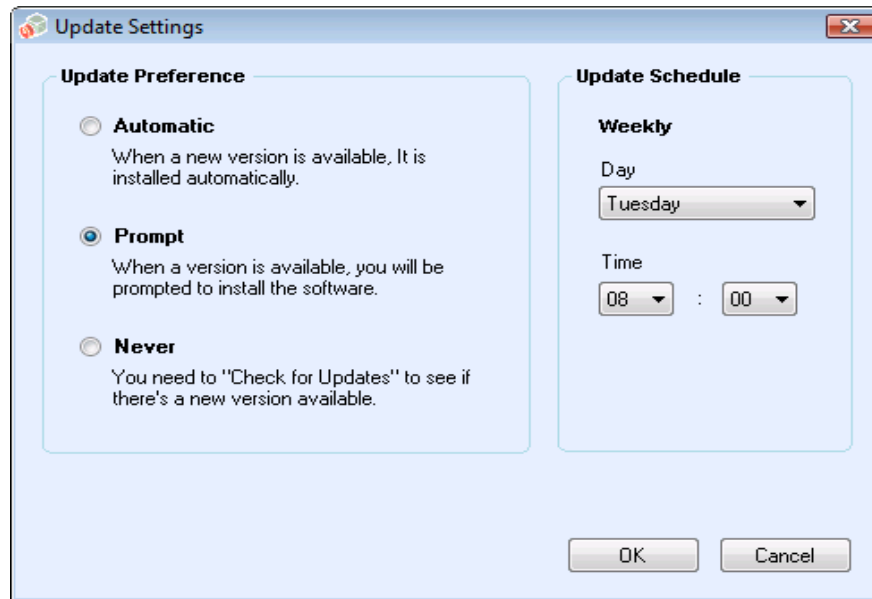
### Check For Updates

1. When you click , the application will prompt you with one of the following messages:
  - If an update is available,
    - If you are an administrator a message will inform you that a new version is available for installation. Click **Yes** to install the application now or click No to postpone the installation.
    - If you do not have administrative rights, a message informs you that you need administrative rights to perform the installation. Click **OK** to close the dialog box and return to the Updates setting screen.
  - If your system does not have enough memory to run the application, a message will inform you that a new version is available for installation, and it will also indicate that you need more memory to perform the installation. Click **OK** to close the dialog box and return to the Updates setting screen.
  - If the software is up-to-date, the message will inform you that you are running the current version of the application. Click **OK** to close the dialog box and return to the Updates setting screen.

### Change Settings

1. When you click , the Update Settings dialog box opens.





2. Modify update preferences and schedule as necessary.

## Log

Click **Log** to see the Log view, which shows the list of events in table format.

Settings		Date	Category	Description
Search Status Read Local Alerts Administrator Languages Updates Log	<b>Actions</b>  Clear Log	5/13/2013 3:11:32 PM	Printer	Printer search completed.
		5/13/2013 3:11:28 PM	Printer	User aborted printer search.
		5/13/2013 3:11:16 PM	Printer	Started the printer search successfully
		5/13/2013 3:09:28 PM	Printer	Performed printer status successfully
		5/13/2013 3:09:26 PM	Synchronize	User aborted synchronization with the XSM server
		5/13/2013 3:09:01 PM	Synchronize	User initiated synchronization with the XSM server
		5/13/2013 2:00:33 PM	Printer	Performed printer status successfully
		5/13/2013 10:36:07 AM	Synchronize	Completed the site settings export successfully
		5/13/2013 10:36:06 AM	Synchronize	Completed the new printer data export successfully
		5/13/2013 10:02:43 AM	Printer	Printer search completed.
		5/13/2013 10:00:00 AM	Printer	Started the printer search successfully
		5/13/2013 9:21:29 AM	Synchronize	Completed the new printer data export successfully
		5/13/2013 9:21:28 AM	Synchronize	Completed the site status export successfully
		5/13/2013 9:21:22 AM	Synchronize	Completed the site settings export successfully
		5/13/2013 9:14:16 AM	Printer	Printer search completed.
		5/13/2013 9:12:06 AM	Printer	Started the printer search successfully
		5/13/2013 9:11:59 AM	Synchronize	Completed the site settings import successfully
		5/13/2013 9:06:39 AM	Printer	Printer search completed.
		5/13/2013 9:06:35 AM	Synchronize	Completed the new printer data export successfully
<b>Printers</b> <b>Synchronize</b> <b>Settings</b>		5/13/2013 9:04:32 AM	Printer	Started the printer search successfully
		5/13/2013 8:00:28 AM	Printer	Performed printer status successfully
		5/13/2013 2:00:28 AM	Printer	Performed printer status successfully
		5/13/2013 1:01:05 AM	Synchronize	Completed the site settings import successfully
		5/13/2013 1:01:01 AM	Synchronize	Completed the printer data export successfully
		5/13/2013 1:00:07 AM	Synchronize	Completed the site status export successfully
		5/13/2013 1:00:02 AM	Synchronize	Completed the new printer data export successfully
		5/12/2013 8:00:36 PM	Printer	Performed printer status successfully
		5/12/2013 2:00:27 PM	Printer	Performed printer status successfully
		5/12/2013 10:03:00 AM	Printer	Printer search completed.

The Logs view contains the following action: Clear Log.

## Clear Log

1. When you click , the Clear Log dialog box opens.
2. Click **Yes** to clear the log or click **No** to cancel the action.
3. The application deletes the log list from the right pane.



# Troubleshooting

**Issue #1:** Stopping the service from the application Service Control Manager does not clear XDA.exe service from the Windows® Task Manager for approximately 15 seconds because the Windows Task Manager responds by taking XDA.exe CPU usage to '00' while the .exe is still consuming memory.

**Issue #2:** The application does not support fast user switching mode in Windows®, so administrators must configure Windows® to require logging off before another user is able to log back in.

**Issue #3:** When installing the application on a computer that runs Cisco® Security Agent software, the administrator must update the security policy to allow the application processes, Xda.Service.exe and Xda.Shell.exe, to run normally.

**Issue #4:** For all printers, the DNS Name field in the Printer Properties screen will initially be blank until the application runs the next import, which populates the field. This issue occurs because the application completes printer search quicker than the DNS resolution.

**Issue #5:** The application will skip the Printer Search if you select a date that does not exist for a particular month in the Advanced Communications Properties screen. For example, go to **Settings>Search>Settings>Advanced**, select **Month(s)** from the Every drop-down menu, and select **31** from the Date drop-down menu. When configured this way, the application will skip the run date for months that do not have 31 days, such as February, but it will run the printer search again for the next month when the date becomes valid, such as March 31.

**Issue #6:** On rare occasions, the application may experience some minor database corruption that requires it to close. If you experience this problem, shut down and restart your computer. Upon startup, the application will attempt to repair the database and if the repair is successful, the application will operate normally. If the application is still unable to run successfully after you restart, please contact your Xerox Support Representative.

**Issue #7:** If you have initiated a single printer search using the Add Printer Wizard, you cannot cancel out of the process if the IP or DNS name corresponds to a valid printer. The only way to remove the printer is to delete it after the search is complete.

**Issue #8:** When the screen saver is active, the application will display the popup alerts in front of the screen saver.

**Issue #9:** When you set the Task bar to auto-hide, the application does not display the popup message next to the bottom edge of the screen.

**Issue #10:** When the IP address of a printer changes, the application will assign that printer a status of **No Answer** from device, preventing a printer's meter reads from being collected. You cannot correct this status by clicking **Refresh** or by polling the printer in the Printer Properties page. In order for the application to collect meter reads, you must perform a printer search to find the new IP address of the printer.

**Issue #11:** Changing the subnet mask on the host computer will not change the default subnet mask in the application without restarting the UI and service. Below are the steps for this.

1. The application is installed on a host with a subnet mask of 255.255.255.0.

2. Change search to display 255.255.255.0 as the default subnet mask for subnet searches.
3. Host machine's subnet mask address is changed to 255.255.252.0.
4. The application continues to display 255.255.255.0 as the default subnet mask for subnet searches until the UI and Service are restarted or the host is rebooted.

**Issue #12:** The application only includes meter reads in CSV-exports for printers where the application has performed a Status Read.

**Issue #13:** In the Proxy Server screen of the Registration section in the Configuration Wizard, when you select Use Browser Settings (Internet Explorer®), the application does not pre-populate the Exception area with all bypass information from the browser as is expected.

**Issue #14:** In the Configuration Wizard, if you select **Default Search**, and click **Next**, the application will begin searching for printers. If you decide that you want to switch to the **No Search** option after you make your selection, the application will not stop the already-running search. Instead, it will find the printers in the local subnet and display them in the Dashboard view. You will have to manually delete the printers from the application by selecting them and using the Delete Printer option.

**Issue #15:** If you are attempting to launch a printer Web page for an IPv6 printer from the Printer Details page using a browser that is configured to use a proxy, your browser proxy bypass list must include the printer IPv6 address or the IPv6 prefix. Without this browser configuration, you will not be able to access the printer Web page.

**Issue #16:** Proxy configuration via script and proxy check box is not supported within the application user interface or within the Internet Explorer® (IE) settings. If you are using a script or automatic within the IE settings, please specify the proxy within the Advanced Proxy options of the application.

**Issue #17:** If you enable and disable the IPv6 configuration multiple times during the discovery of the Phaser® 6360DX printer, the printer will stop supplying some information once you reach the given threshold. As a result, the Dashboard view and the Consumables tabs will be missing certain consumables values. To reset the printer and ensure that the values are captured successfully, wait 24 hours before you retry the device.