CentreWare for Unicenter TNG

User Guide

"Your Autopilot to Productive Printing"

Version 1.0.8

Contents

Introduction

Xerox CentreWare for Unicenter TNG* provides the added identification of several different types of Xerox printers in the general discovery performed by Unicenter TNG.

Once successfully installed you will be able to see all the discovered Xerox printers under one Unicenter TNG Business Process View screen. In addition, CentreWare for Unicenter TNG provides full integration with Event Management, and the choice to integrate with Problem Management and Advanced Help Desk.

Key Benefits and Features

Feature	Benefits
Printer Discovery	Provides the automatic identification of Xerox printers on your network and presents them with recognizable icons.
Color-Coded Device Status	Automatically changes the color in the printer icon to reflect the printer status.
Access to the printer embedded web server, Internet Services	If your printer contains an embedded web server, you can easily access it though the icon displayed in the Xerox Agent.
Custom Business View	Managing the Xerox printers on your network will be made easier by displaying all the discovered Xerox printers in a single business view.
Full integration with the features of Unicenter TNG	Provides full use of Event Management Features, such as Problem Management and Advanced Help Desk.

* Unicenter TNG and its options are proprietary software programs belonging to Computer Associates, Inc. (CA) and / or its licensors.

System Requirements

Hardware Requirements

64MB of RAM (128 MB recommended)

2MB of hard disk space

Software Requirements

Following software must be installed on your PC before installing CentreWare for Unicenter TNG.

- Microsoft Windows NT 4 SP4 or later
- Microsoft SQL server 6.5.
- Microsoft SNMP Service
- TCP/IP Protocol
- CA's Unicenter TNG 2.2 with agent and event module.
- CA's Unicenter TNG Problem Management Module, if you intend to use this feature.
- Advanced Help Desk (AHD) server, if you intend to use this feature.
- Microsoft Internet Explorer 4.0 or later, if you wish to access a printer embedded web page.

Before You Start CentreWare for Unicenter TNG

For new printers

Unpack and set up your printer with all consumables and optional equipment according to the instructions provided with your printer.

If the printer did not come with the network card installed, install it with the instructions included with the card.

Turn on your printer. If your printer supports it, review the startup page to verify proper operation.

Connect your printer to an active network with appropriate cabling.

Ensure the printer has a valid, unique IP address.

For existing printers

If your printer was not previously networked, add the network card and appropriate cabling.

Ensure the printer has a valid, unique IP address.

How to use this Document

This document assumes that you have a working knowledge and familiarity with CA's Unicenter TNG. Only procedures that differ from the normally expected operation of Unicenter TNG are described.

You may print all or part of this document at any time from your Adobe Acrobat Reader by clicking the **File** menu and then selecting **Print**. You may then select a single page, a range of pages, or the entire document for printing.

For initial installation

Read and follow these sections:

1 **CenterWare for Unicenter TNG Software Installation**

For day-to-day tasks

Read and follow these sections:

1 **Using CenterWare for Unicenter TNG**

2 **Troubleshooting**

CenterWare for Unicenter TNG Software Installation

Via the CD Navigator

1 Insert the **Xerox Printer Management Software CD** into your workstation CD-ROM drive.

2 If the CD Navigator program does not start automatically, double click on your CD ROM drive icon. Then double click on Setup32.exe.

3 Select your language from the first screen.

4 Select **Additional Software Utilities**.

5 Select **Install CenterWare for Unicenter TNG**.

6 The software will begin the installation process. After a few moments, the Install Shield Wizard will load.

7 You will be presented with the software option that you can install. Select the option that fits your needs, then select **Next**.

8 This path must be set to the same folder that contains the Unicenter TNG software. If the folder shown is incorrect, select the **Browse** button and select the correct folder, then select **Next**.

9 You will be presented with a second path choice. This path is for the Xerox unique files. If you want the files in a different location select the **Browse** button and select the folder you want to use, then select **Next**.

10 Select **Next** again to begin. The necessary files will be copied to the selected folders and then the proper configuration commands will be executed.

11 If you have selected the Advanced Help Desk installation option, a window will appear with the IP address detected for your PC. If this is correct, select **OK**.

12 This software must be installed in the same folder that contains the Advanced Help Desk software. This is typically \CA_sdahd. If the folder shown is incorrect, select the **Browse** button and select the correct folder, then select **Next**.

13 The installation process will take some time to complete. Follow the instructions on your screen.

14 When the install is complete, start Unicenter TNG and any status services you wish to use.

Manual Installation from CD

1 Click the **Start** button then select **Run**.

2 A dialog box will prompt you for the Command Line.

3 Insert the **Xerox Printer Management Software CD** into your workstation CD-ROM drive.

4 TYPE "**<drive>:\instal\Unicenter TNG\setup.exe**" [**ENTER**] (substitute your drive letter for <drive> and you must include the quotation marks).

5 The software will begin the installation process. After a few moments, the Install Shield Wizard will load.

6 Follow the steps described in the previous section beginning with **Step 7**.

Web Installation

The latest available version of CentreWare for Unicenter TNG is available from the Xerox web site at **www.xerox.com**.

1 After downloading the file to a temporary folder, double click on the icon to extract the files.

2 Double click on the file **setup.exe**.

3 The software will begin the installation process. After a few moments, the Install Shield Wizard will load.

4 Follow the steps described in the previous section beginning with **Step 7**.

Using CenterWare for Unicenter TNG

Printer Discovery

Unicenter TNG provides the discovery of Xerox devices. CentreWare for Unicenter TNG has added the identification of different types of Xerox printers to a general discovery performed by Unicenter TNG.

The primary discovery identifies the Xerox devices on the network and presents them with general Xerox icons for 2-D and images for 3-D.

Creation of Xerox Business Process View

After successful installation of CenterWare for Unicenter TNG, the user will see all the discovered Xerox printers under the Xerox Business Process View. It will also display the current status of all the discovered Xerox printers. The name of the Xerox Business Process View is "**Xerox Printers**".

The printers will now be present in the Xerox Business Process View as well as the IP Map.

CentreWare for Unicenter TNG will automatically add Xerox printers to this view as they are attached to the network and discovered by Unicenter TNG. At start up the program xupdate.exe will be run.

Color-Coded Device Status

Each printer will be denoted by an icon. Each icon will be color-coded to represent the current status of the printer. The color-coded status is provided via the Unicenter TNG policy. The policy also contains a property for the polling rate. The Xerox Agent default polling rate will be set to 10 minutes.

The color of the icon is determined by using the combination of the Xerox Agent and Ping Agent. The color will also propagate to the top of the network.

The relation between the color-code and the printer state is presented in the following table.

Printer State	Color
Down (Ping Agent) *	Black
Low Toner	Yellow
No toner	Red
Low Paper	Yellow
No Paper	Red
Door Open	Red
Off-line	Red
Service Requested	Yellow
Paper Jam	Red

* Only available printer state for DC 220/230

The Xerox Agent

The Xerox Agent provides the interface between the Xerox devices on the network and Unicenter TNG. It interprets messages from the Xerox devices and forwards them to Unicenter TNG.

Two important software modules that are a part of the Xerox Agent solution are Xbusiness.exe and Xupdate.exe

Xbusiness.exe

This module has two basic functions:

1 It creates the Xerox Business Process View.

2 It checks the repository for all object device classes and reclassifies the Xerox devices to their specific printer class.

If you have deleted the Xerox Business Process View and wish to recreate it, run the module, xbusiness.exe. It can be found in the Xerox folder in your TNG folder.

Xupdate.exe

This module is running at all times. It checks for a newly discovered Xerox printer and adds it to the Xerox Business Process View.

Launch of CentreWare Internet Services

When you right-click on the device icon, or image, the menu that appears will include a new menu item for launching the CentreWare Internet Services embedded web server.

The Xerox Agent is unable to automatically detect the presence or absence of a printer embedded web server. If this menu item is selected for a printer without an embedded web server a failed link will result. For example, if you select this item for a printer connect to the network with the Xerox CentreDirect External Print Server (External Ethernet Adapter).

Description of Xerox Agent popup menu

You can also invoke View Agent and View Node by a right mouse click on the Xerox Agent icon. The following menu options will be displayed:

Object View:

This view is used to see all the mib objects. It requires a compiled version of SNMP mibs in SNMPV1. Unicenter-TNG supports SNMPV1 mibs.

View Node:

This view will display the current condition of the Ping Agent and the Xerox Agent. The View Node displays the printer subsystems under the Xerox Agent and their current state in a tree format. The color-coding represents the state of that component.

By selecting any of the nodes with the right mouse button and selecting **Event Browser** a list of events with the current error condition is displayed. This provides an additional place to look for events.

You can change the display preferences by selecting **View|Display Preferences**.

View Agent:

In this view you can see all the important MIB II table parameters under the different tabs. It will display printer location, description and other information of the Interface and SNMP tables of MIB II.

Integration with Enterprise Managers

CentreWare for Unicenter TNG provides integration with two enterprise managers:

• Event Management

• Problem Management

Event Management

• Event enterprise is used to create a message record and message action for your events. After integration of the module, events are forwarded to the Event console. Whenever a printer has any problem, the Xerox Agent detects it using the various SNMP objects and sends the event to the Console. The CentreWare Unicenter TNG installation utility creates message records and message actions.

  You can add new message records and message actions at any time. To do this requires a proper understanding of the Xerox_10.cnf file and other Message record related files.

• When a critical event is detected for a Xerox printer a red banner flying across your PC desktop is displayed. The banner contains the text of problems detected. For example,
  <PrinterIdentification><Time HH:MM>Agent Xerox Printer No Paper.

Problem Management

This function is very closely related to Event Management. You can create a problem ticket based on the problem type reported.

CentreWare for Unicenter TNG uses the escalation table to escalate the priority of the problem if no action is taken within the specified time. By assigning a Priority Escalation policy, you can automate the escalation of a problem's Priority and/or Responsibility Area. The Escalation policy is defined in the Escalation Table.

As determined by the time interval specified, the priority of the problem will be escalated and the person responsible for correcting the problem will also be re-assigned.

In addition CentreWare for Unicenter TNG creates a new status code called **PENDING.** It also creates a new entry in the MGPT table with the source component(Agent) and the event (Xerox).

Integration with Advanced Help desk:

When the Xerox Agent detects any problem, it checks for the installed path of the Advanced Help Desk and generates a request entry in Request Management.

Requests are generated for four error conditions:

- Door Open
- Paper Jam
- No Toner
- No Paper

To view the requests, open the **Request Bins** tab on the **Service Desk** window.

Troubleshooting

If you have problems after you have installed CentreWare for Unicenter TNG, consult the table below for a possible remedy.

Symptoms	Possible causes	Solution
The icon on the 2D map is not the proper icon for the Xerox Printer	• Classes are not imported correctly in the repository	• Check the icon and the printer class name using the class wizard utility
There is no **Xerox Agent** icon under the Xerox Printer icon either in 2D or 3D.	• Awservices are not running • SNMP agent on the printer is not working correctly.	• Check the printer class name in the DSM Wizard under the Xerox Agent name "XeroxAgt". • Run the command resetdsm • Run the command awservices start.
A Xerox Printer is not discovered.	• The SNMP agent is not working properly on the printer. • There is a problem with the network connectivity. • The printer's class is not defined in the repository.	• Check the worldview agent service in the control panel. • Check the class in the class wizard. • Ping to that IP address. • Run the manual discovery command dscvrone – i ip address –u sa
Node view is not showing the proper color.	• The SNMP objects that decode the color may have an incorrect value.	• Use awget command to check the value of hrError detectedState. • Run the command awm_catch to check value coming from the printers.
No banner displays in the window when a fault is received.	• Event services are not running	• Check the services using command unifstat • Or run the command unicntrl start uni
No event displays in the event console window	• Event services are not running. • Message records are not added properly.	At the command prompt: • Run command unifstat. • Run unicntrl start uni. • Run Oprcmd opreload.

Symptoms	Possible causes	Solution
No problem ticket created in the problem management.	• Incorrect message records.	• Check the message records and message actions.
A Trouble Ticket is not generated in the Advanced Help Desk	• AHD services are not running.	• Check all AHD services in the control panel and start it. • Check the path of the ahd.dll in the message records.
The Xerox Printers Business Process View (BPV) is not present	• A problem exists in the repository.	• First end process for XUpdate.exe. • Find Xbusiness.exe application in the Xerox folder in the TNG installation folder. • Run the XBusiness.exe application with the current name of the repository.
New printers are not discovered under the Xerox Printer BPV	• Xupdate.exe is not running.	• Check for Xupdate.exe application.

Appendix – Xerox Agent Installer / Un-Installer

Installer

- The installer is a simple Install-Shield utility that will automate the addition of the files used for the agent and the inclusion of the agent technology in the Unicenter TNG functionality.

- The installer will copy the models, icons, script files and policy files to the TNG installation directory. It will also edit several files to enable the agent to work with Unicenter TNG.

The modifications performed by the installer are as follows:

Substitute the path to your TNG folder for c:\Tng\.

1   Copy all the icons to c:\Tng\icons

2   Copy all the images to c:\Tng\images

3   Copy all the mib files to c:\Tng\Schema\included

4   Copy all the models to c:\Tng\models

5   Copy new policy related files (Xerox_10.cnf, Xerox_10.dat, NodesXrx.dat) to c:\Tng\services\config\aws_nsm\dm

6   Copy agent world view file (xerox.wvc) to c:\Tng\services\config\aws_wvgate

7   Copy Xerox repository related files(xeroxPrn.tng, xeroxRmv) to c:\Tng\sql

8   Copy mibs with the extension .txt (e.g RFC1514.txt) to c:\tng\services\config\mibs\ for Mib browser.

9 Create a folder named Xerox in the C:

10 Program Files folder and a folder named CentreWare4TNG in the Xerox folder. Then copy to this folder all the message records files for Event management (MsgRecDef.txt, MsgRecRemove.txt) and Problem management (XeroxMgpt.bat, XeroxMgptRemove.bat).

11 Copy the executable files (Xupdate.exe, XBusiness.exe) to the c:

12 Program Files\xerox\CentreWare4TNG folder.

13 Copy the four files:

NoPaperAHD.txt
NoTonerAHD.txt
OpenDoorAHD.txt
PaperJamAHD.txt

to the c:\Program Files\xerox\CentreWare4TNG folder.

This are used for the creation of a trouble ticket in the Advanced Help Desk module.

14 Copy the readme.txt file that contains suggested changes to some settings before running the PM, AHD on your PC.

15 Requests a `resetdsm`.

16 Starts services by executing `awservices start`.

Uninstaller

The un-installer will remove all files copied to your system by the Installer, undo any file changes done and remove the classes corresponding to the Xerox Agent. To run the un-installer, use the "Add/Remove Programs" in the "Control Panel" and select **Xerox CentreWare for Unicenter TNG**.

The actions performed by the uninstaller are as follows:

1 Remove the lines added to the files in the install portion.

2 Delete all files copied.

3 The un-installer will then call TRIX to remove the classes from the repository by executing from command: trix

4 Import the file Xeroxrmv from the c:\tng\sql directory.

5 Request a resetdsm.

6 Start services by executing `awservices start`.

7 There may be some files remaining on your system that are no longer required. To complete the process of removing these files, you should restart your PC.