

CentreWare™ MC



THE DOCUMENT COMPANY

XEROX

*Xerox CentreWare MC
Version 1.0
User Guide*

"Your Autopilot to Productive Printer Management"

Version 1.0.5

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Introduction

Xerox CentreWare MC is the easy-to-use group device discovery and management software for Xerox printers and multiple-vendor devices with embedded web servers.

Thanks to the ease of point-and-click navigation, administrators will be able to install, connect, and configure Xerox network devices immediately and quickly.

Xerox CentreWare MC makes use of the Microsoft Management Console (MMC) as the framework for interface functionality.

Xerox CentreWare MC has Electronic Help available at all times by simply pressing F1 or clicking the Help button.

Key Features and Benefits

Feature	Benefits
Group Management of Multiple Vendor Devices	Manage Xerox, Hewlett Packard, Lexmark and other vendor's devices in one common framework using the embedded web server.
Install Printer	Launch Microsoft Add Printer Wizard to install the printer.
Instant Status	While Xerox CentreWare MC is running, select a printer from the Printers List to see what that printer is doing right now!
Remote Configuration and Management	Don't go to your printer! Most configuration and monitoring tasks can be done from your workstation.
Diagnostics	Troubleshoot from your desk.
Printer Upgrades	If your printer is equipped with Flash ROM, you can upgrade right from Xerox CentreWare MC.

System Requirements

The following are minimum requirements for the installation of Xerox CentreWare MC:

Windows NT 4

32 Megabytes of RAM (Recommended 64 MB).

1 Megabyte of hard disk space available.

Windows NT 4 Service Pack 4.

Microsoft Internet Explorer 4.0

Microsoft Management Console 1.1

Windows 2000

32 Megabytes of RAM (64 MB Recommended)

1 Megabyte of hard disk space available

Windows 2000 RC2 or higher

Microsoft Internet Explorer 5.0

Microsoft Management Console 1.2

Before You Start Xerox CentreWare MC

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

You may print all or part of this document at any time from your Adobe Acrobat reader by clicking the **File** menu and the 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 Xerox CentreWare MC Software Installation
- 2 Install Printer with the Microsoft Add Printer Wizard

For day-to-day tasks

Read and follow these sections:

- 1 Managing your Printer
- 2 Multiple Subnets

Xerox CentreWare MC Software Installation

Microsoft Windows NT 4.0/ Windows 2000

- 1 Windows Users 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\cwmc\english\disk1\setup.exe [ENTER] (substitute your drive letter for <drive>).
- 5 The software will begin the installation process.
- 6 After a few moments, the Install Shield Wizard will load. A new dialog screen with installation options will appear. Select the desired language for installation.
- 7 To install any of the software to a directory other than the default location, click **Custom** and then the **Browse** button and select the directory to which you wish to install. Click **Next**>.
- 8 You will be prompted to launch Xerox CentreWare MC upon concluding the installation.



Xerox CentreWare MC is also available for download from the Xerox website. <http://www.xerox.com>

Install Printer with the Microsoft Add Printer Wizard

Introduction

With Xerox CentreWare MC the management of your printer(s) on the network is made simple, and all the tools are in one place!

All you have to do is use the already available and commonly used Microsoft Add Printer Wizard.

Invoking the Microsoft Add Printer Wizard

Introduction

The Microsoft Add Printer Wizard, may be invoked from the Windows provided link or conveniently from within Xerox CentreWare MC.



There may only be one instance of the Microsoft Add Printer Wizard running in Windows NT 4.

Using Xerox CentreWare MC



All the information for the Add Printer Wizard must be entered.

- 1 Select a printer from the printer list.
- 2 Right-click on the printer and select from the **All Tasks** menu, the **Install Printer** menu item.

OR

- 1 Select the **Action** menu button and select from the **All Tasks** menu, the **Install Printer** menu item.

Managing Your Printer

Overview

All printers or devices listed in the **Printers List** may be managed making use of the embedded web server. Xerox CentreWare MC provides the printer discovery and listing of printers with description to ease the selection of the printer to manage.

Managing a Specific Printer

- 1 On the Xerox CentreWare MC main screen, after printers are listed expand the "Xerox CentreWare MC" node and select the desired printer's IP address from the console tree.

OR

- 1 On the Xerox CentreWare MC main screen, after printers are listed double-click on the desired printer in the details pane.



Several printers manufactured by vendors other than Xerox, may use Java enabled embedded web servers. Several printers manufactured by vendors other than Xerox, may launch the embedded web server in another window.

Multiple Subnets

Overview

Printers are discovered on the local subnet as default setting. You may discover printers on multiple subnets in addition to the local subnet.

The printers found on each subnet will appear sequentially until all specified subnets have been scanned.

Specifying Additional Subnets

- 1 Start Xerox CentreWare MC from your workstation
- 2 With the "Xerox CentreWare MC" node selected, click on the properties tool button, **OR** the **Properties** menu item in the **Action** menu, **OR** press **[ALT][Enter]** and then choose the **Subnet Address** TAB. Discovery will take place on the local subnet and all subnets listed in the **Selected Subnet Addresses** field on the **Xerox CentreWare MC Properties** dialog.
- 3 Enter the IP address and the Subnet mask of the printer and click **Add** to calculate the subnet address. The resulting subnet address will appear in the **Selected Subnet Addresses** list box. Click **OK** or **Apply** to start the discovery process with these new settings

- 4 **Timeout** as it appears in the **Selected Subnet Addresses** list box, is the timeout in seconds for the discovery on a specific subnet address. Discovery process in a subnet will take as many seconds as displayed under the timeout column. The default **Timeout** is 8 seconds. To configure timeout select one or more subnet addresses and click **Timeout**.
- 5 To remove subnets from the discovery, select one or more subnet addresses from the Selected Subnet Addresses list box and click Remove .
- 6 Subnet settings will not take effect until clicking **OK** or **Apply**.



*Subnet settings will only be available on future executions of Xerox CentreWare MC if the console settings are saved. This may be done by clicking **Save** in the **Console** menu, or by clicking **Yes** when prompted to save upon closing the console.*

Xerox CentreWare MC Troubleshooting

Symptoms Chart

Symptoms	Possible Causes
No printers appear in the Printers List	<ul style="list-style-type: none">• Workstation not connected to network• Workstation incorrectly cabled to network• IP protocol not enabled on workstation or network• Workstation may be connected to a different network segment than printers• Subnet specified is incorrect or there are no printers on that subnet• Desired printer(s) are not supported. See Readme.txt for current list of supported printers
Printers appear in the Printers List but the desired printer does not	<ul style="list-style-type: none">• Printer turned off• IP protocol not enabled on desired printer• Desired printer not connected to network• Desired printer incorrectly cabled to network• Rediscover Printers button not clicked to update Printers List• Printer may have been connected to different network segment than workstation• Desired printer doesn't have a valid unique IP address• Desired printer is not supported. See Readme.txt for current list of supported printers

Symptoms	Possible Causes
Unable to link to desired printer's embedded web server	<ul style="list-style-type: none"> • Printer turned off since last discovery • Workstation disconnected from the network since last discovery • Desired printer disconnected from the network since last discovery • Internet Explorer is configured to use proxy for all addresses. If the proxy server doesn't relay the request to the printers, you should specify to bypass proxy server for local addresses. In the Exceptions box, enter the beginning digits of the local addresses followed by an * . For example: 146.* • If your network environment is configured to only allow DNS names, Internet Explorer may be configured to bypass the proxy server.
Delays in access to printer's web server	<ul style="list-style-type: none"> • If you are currently running your web browser while using the Xerox CentreWare MC, this browser may cause additional delays in displaying a printer's embedded web page. This delay will continue until the browser appears responsive.
Opening .msc file displays "Snap-in Failed to Initialize" with empty console	<ul style="list-style-type: none"> • Xerox CentreWare MC hasn't been installed on the local workstation • Essential files have been deleted, must re-install Xerox CentreWare MC
No Console Tree on the left hand side of the window	<ul style="list-style-type: none"> • Console Tree not enabled under View menu
No Menu buttons at the top of the console window	<ul style="list-style-type: none"> • Standard Menus Toolbar not enabled under View menu
No MMC standard toolbar buttons	<ul style="list-style-type: none"> • Standard Buttons Toolbar not enabled under View menu
No Rediscover and Stop Discovery Tool bar buttons	<ul style="list-style-type: none"> • Snap-in Buttons Toolbar not enabled under View menu
No Status bar at bottom of window	<ul style="list-style-type: none"> • Status Bar not enabled under View menu

Symptoms	Possible Causes
Install Printer menu item not available	<ul style="list-style-type: none">• A printer is not selected
Properties menu and toolbar button are not available	<ul style="list-style-type: none">• Xerox CentreWare MC main node in the console tree is not selected