

Managed Workplace 2011 R3 folds Managed Print Services (MPS) into the already comprehensive monitoring and management available to users. A full range of printing and imaging assets are now collected automatically, introducing monitoring and alerting on a variety of print services, such as toner and print supplies.

By remotely monitoring and managing printing and imaging assets, MPS providers can extend the range of services provided to existing print fleets including proactive remote printer management services, firmware updates, management of local print servers, network management and more.

Feature Summary

Managed Print Services (MPS) provide reduced printer costs and increased printer uptime since you can now more easily monitor supplies and maintenance issues.

Managed Workplace discovers network printers automatically. You can now get detailed information about a printer on the Device Overview page. For example, you can get information about toner and pages printed.

Print Monitors and Alerts

You can monitor and alert on a variety of print services, including when:

- the printer issues a critical or warning message
- the printer is down
- is a paper jam or other custom warning
- the printer cover is open
- toner levels are low
- other supplies (such as fusers and drums) are low
- the printer has printed a specific amount of pages

Printer Warranty Information

Managed Workplace now collects automated warranty information for the following printer manufacturers: Apple, Dell, Hewlett Packard and Xerox, and this list is growing. As with all automatic warranty collection in Managed Workplace, this information can be used by your sales team to identify opportunities to replace outdated hardware or offer your own branded extended warranty or service plans.



System Details

Asset Tag:	CNDCH01803
Inventory Tag:	No inventory tag specified.
Location:	No location specified.
Vendor Warranty:	12/6/2006 - Expired
Custom Warranty:	No warranty information specified.
End-of-Life Date:	No end-of-life date specified.
Production Date:	No production date specified.

For more information about the new features in **Managed Workplace 2011 R3**, refer to the User Guide or online help.

Print Services Reports

There are also three new custom reports for Print Services:

- **Printer Device Details**, which tells you everything you need to know about a specific monitored printer, whether supplies are needed, and more
- **Printer Fulfillment Report**, which lists monitored printers with identifying information like location, IP address, manufacturer and model, as well as custom and vendor warranty expiration data
- **Printer Status Summary**, which summarizes information about monitored printers as well as whether it needs supplies, current page count printed, lifetime page count, toner status, and more

Extending Your Offerings through Third-Party MPS Programs

MPS providers who typically service mid-market customers can now greatly extend their business opportunities in several new areas. By remotely monitoring and managing printing and imaging assets they can extend the range of services provided to existing print fleets including proactive remote printer management services, firmware updates, management of local print servers, network management and more. And with Managed Workplace installed at their customer sites they can now extend their services offerings beyond printer management to cover any IT resources, allowing internal IT staff to lower their costs while improving performance and security throughout their IT environment.

About Printer Transforms

Printer transforms are a new feature in Managed Workplace 2011 R3. A printer transform is a collection of information about a printer. Currently, there are printer transforms available for Hewlett Packard, Lexmark and OKI Data on the Partner Portal, accessible through the Download menu.

You can import printer transforms by clicking Configuration and then select System Settings. On the Printer Transforms tab, you can import, export or delete printer transforms.

FAQ

How does Managed Workplace discover all the network printers?

Managed Workplace discovers network printers automatically using SNMP and proprietary protocols. Support for local printers is not yet provided.

How do I search for printers within Managed Workplace?

It's easy to search for all the printers at a site. You can use the Device Search feature and select the Printers check box. There is also a new Device Role list at the top of the Devices page. This lets you filter the list of devices by printers.

Do I need printer transforms?

A printer transform is required if a printer doesn't adhere to the standard printer MIB (which defines the SNMP locations to find print information). Normally, printers will adhere to this standard, but occasionally some items are not in the standard location.

In those cases a printer transform can be used that tells the system where the required information resides. Managed Workplace uses the transform to determine the custom location whenever it encounters a printer of that make or model.

You may want to import all printer transforms for the printers you manage and monitor. New printer transforms will be made available on the Partner Portal.

When you import a printer transform, it is applied to each site registered with the Service Center regardless of whether you are managing that type of printer or not. After importing, Managed Workplace automatically collects more information about that type of printer.

Here is a list of the additional data that is collected by the three printer transforms currently available:

- Total Color Page Count for Hewlett Packard, Lexmark and OKI Data
- Total Mono Page Count for Hewlett Packard, Lexmark and OKI Data
- Printer Serial Number for Lexmark and OKI Data