

Printer Profile Manager Enterprise

Version 3.1



ZEBRA

User Guide

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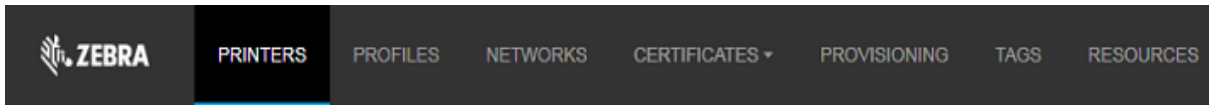
User Interface

Printer Profile Manager Enterprise (PPME) has several tools available on every page.

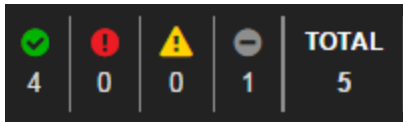
The Navigation Bar

The Navigation Bar contains links to web pages and the help system, printer status boxes, and user settings. The Navigation bar includes:

- Tabs to each page:



- Status boxes:




Each colored box shows the number of printers in various states. Hover your cursor over the numbers to see a tooltip.

- Question mark icon : Opens the help system.

- User menu :

Allows the administrator to change passwords; manage users; set up server configuration; set static IP addresses; view the System Log, License, and About screens; and Logout.

- Information icon : Provides additional information about the specific tab page. (Click to show the additional information and click again to close it.)

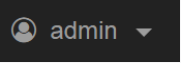
At-a-Glance Printer Status

The colored boxes in the Navigation bar identify the status of the printers. From left to right:

- the green box shows the printers online.
- the red box shows those printers in an error state.
- the yellow box shows printers in a warning state.
- the gray box shows the number of printers offline.
- the white TOTAL box shows the total printers.

User Menu

The User menu identifies the username at the far right of the Navigation bar.

Example •  shows that this username is assigned as an admin.

Listing View

The Listing View contains a list of items that correspond with the tab.

Example • If you click on the Tags tab, you will go to the Tags Listing View showing a list of tags in PPME.

Details Page

The Details Page shows the details and other associated information about a single item. Additional actions may be performed from each details page.

Example • If you click on a tag labeled "Shipping", you will go to the Shipping Tag details page which shows a description, creation date, its associated printers. You can delete this tag, and add and delete printers to/from this tag.

The Settings menu (on the secondary navigation bar for Printers and Profiles Details Pages) contains a drop-down menu for the following:


- Base Settings
- CPCL commands
- Tools
- Sensors
- Base Network
- Wireless (not available on the Profiles Details Page)
- Network Services
- Bluetooth
- Ports

Printers View

The Printers View shows a list of the configured printers pointing to this server. On this page, you can manage all of your printers, and see the general overall "health" of the printers including things such as printer status, error conditions, activity, and printer identification. Additionally, you may filter, search or sort on the listed printers.

Listed below are the other actions available on this page.

- [Discover Printers](#): discovers configured and available printers, filters discovery by subnet, and manually adds a printer to the server.
- Search: allows you to search for a specific printer by typing in the firmware version, model name (for example, ZT230), printer name, serial number, location, or IP address. You may use an asterisk (*) as a wildcard in the Search box.
- [Sort By](#): sorts a list of printers.
- [Apply and Remove a Filter](#): click an item (status, models, tags, printer type, media type, DPI) to select a filter.

The following  **More** menu items will perform the action described below:

- [Quick Tag](#): applies a tag to existing printer(s).
- [Printer Listing Settings](#): controls the display of battery data and odometers in the Printer Listing Table View Settings.
- [Export All Printer Data](#): exports all printer data as a CSV file.
- [Remove Printers](#): removes the selected printer from the server.


What can I do?

If you wish to change a printer setting, click on the specific printer to go to the [Printer Details Page](#).

View a Printer and Its Information

The printer cell contains information such as firmware version, model name (for example, ZT230), printer name, serial number, location, tags, or IP Address.

There are two views available:

-  Grid View: shows all of the same details defined above. The printer cell is larger and includes a picture of the printer.

Printers View



- List View: the printer cell is smaller, and does not include a picture of the printer, firmware version, or model name.

To view a Printer and its Information from the Printers Listing View:

- Select the desired view by clicking on the view icons.
- The **Search** box allows you to search for a specific printer by typing in the firmware version, model name (for example, ZT230), printer name, serial number, location, or IP address. You may use an asterisk (*) as a wildcard in the Search box.
- [Sort By](#): sorts a list of printers.

Discover a Printer

Zebra printers support a discovery process that utilizes UDP datagram on port 4201. If you find that you cannot discover printers during this process, please ensure that the network is enabled for UDP traffic from the server to the printer. If you are unable to enable UDP, printers may be added manually from the server or may be connected by configuring settings on the printer directly.

Note • The Discovery feature is only available on the cloud version of PPME.

To discover a Printer from the Printers Listing View:

1. Click **Discover Printers**.
A list of Link-OS printers will be shown based on a network discovery.
2. If you wish to search for printers from the Add Printer(s) page:
 - a. Enter a printer name, MAC address, or IP address in the **Search** box.
 - b. Enter the specific subnet in the **Subnet** box.
 - c. Click on **Available Printers** or **Already Configured** to display the list of associated printers.

To discover printers on a specified subnet:

1. From the Printers Listing View, click the dropdown menu icon for **Discover Printers**.
2. Select **Subnet Discovery**.
3. Enter the specific subnet in the **Subnet** box.

Example • You may use wildcards and partial IP addresses as in 10.4.127*.

A list of Link-OS printers will be shown based on a specific subnet discovery.

To add a printer from the Discovered Printers:

1. Select the printers that you wish to configure for Printer Profile Manager Enterprise.

Printers View

Note • You may only select printers that have not already been configured. Be sure you are displaying the **Available Printers**.

2. Click **Add Printer(s)** to add the printers.

Click **Cancel** to discard changes, close the dialog box, and return to the Printers page.

Note • If you cannot find your printer in the list of discovered printers, you may find it under the **Already Configured** tab. If the printer is already configured for two servers, you must manually add the printer.

To manually add a printer:

1. From the Printers Listing View, click the dropdown menu icon for **Add Printer Manually**.
2. Enter the DNS/IP address of the printer in the field.
3. Click **Apply** to manually add a printer.

Click **Cancel** to discard changes, close the dialog box, and return to the Printers page.

Troubleshooting

If the printer shows adding printer for more than 10 minutes (after adding the printer), please review the information below for troubleshooting tips.

Note • See the Zebra Programming Guide for more up-to-date information on the operation, functionality, and troubleshooting of Weblink.

The printer uses HTTPS in order to connect to the PPME server. Therefore, it does hostname verification when connecting to ensure that the certificate that is presented by the server matches the hostname/DNS name the printer is attempting to connect to. In order to make a successful connection to PPME, several things must be true:

- The PPME server must be reachable from the printer's subnet (e.g., you can ping the PPME server from the printer's subnet).
- The port that printers use to connect to PPME (e.g., 8443) must be reachable from the printer's subnet (e.g., any firewalls or firewall rules that prevent access to the server port should be modified to allow access).
- The Fully Qualified Domain Name (FQDN) of the server (e.g., acme.internal.lan) must be in the DNS server that the printer is configured to use, so that it can be properly resolved.
- If the printer is assigned an IP address via a static method, the DNS server must be configured in the printer's settings.
- The server port that the printer connects to has a certificate associated with it. This certificate is added during the installation process (and is supplied by Zebra). Only Zebra-supplied certificates will be accepted by the printer.
- **Note** • If you encounter an issue connecting to one of your printers, check the printer's "Whitelist"

settings. The PPME server should appear on your Whitelist so that your printer can connect. (To check or change the printer's whitelist settings, refer to the Zebra PrintSecure Administration Guide.)

Sort a List of Printers

To sort a list of printers:

1. Click on the **arrowhead** inside the **Sort by** box to display the sort orders.
2. Select the desired sort order.

Apply and Remove a Filter

Available Filters on the Printers Listing View


- Status: online, offline, adding printers
- Models: Zebra printer models
- Tags: tagged, not tagged
- Printhead Width
- Printer type
- Media type
- DPI (For browsers set to a Chinese language, DPI is displayed as DPM.)

To apply/remove a filter:

- To apply a filter, click on the name of the filter under **Filters** or **Related Tags** in the left pane.
 - The filter will move up to the **Selections** list at the top of the left pane.
- To remove a filter, click on the filter under **Selections** at the top of the left pane.
 - The filter will move down to the **Filters** or **Related Tags** list.

Remove Printers

To remove all printers from the Printers Listing Page:

1. Click the  **More** menu.
2. From the dropdown menu, click **Remove Printer**.
A Remove Printers dialog box opens.

Printers View


3. Choose **Select All** to remove all printers or **Deselect All** to keep all printers.

4. Click  to confirm and remove the printer.

5. Click **X** to close the dialog box.

Note • Removing a printer will remove the settings that connect the printer to the PPME server and reset the printer.

More Menu

The following  **More** menu items will perform the action described below:


- Print Configuration: prints a configuration label containing printer settings.
- Calibrate Printer: calibrates the printer.
- Update Firmware: updates the firmware.
- [Create Profile](#): creates a new profile. A profile is a snapshot of all printer settings and objects.
- Restore Printer Defaults: restores the printer settings to factory defaults.
- Restore Network Defaults: restores network settings to factory defaults. Important: This may cause the printer to lose connectivity to Printer Profile Manager Enterprise.
- Printer Web Page: displays the printer's web page.

Note • To display the printer web page, you must be on the same network as the printer.

- Reset Network: resets the network connection.
- Reset Printer: powers the printer off and on.
- [Remove Printer](#): removes the printer from the server.

Quick Tag

From the Home page, to add and apply a tag to a printer:

1. Click the  **More** menu, select **Quick Tag**.
The Quick Tag dialog box opens.

Printers View

2. Click the tag(s) to be applied to a printer
3. To select the target printer, do ONE of the following:
 - If viewing the printers in the expanded view, click anywhere in the printer cell.
 - If viewing the printers in the compact view, click the checkbox to the left of the printer.

Note • You may narrow the printer list by using the filters or the search field.


4. To apply the tag to a printer, click **Apply**.
Close the Quick Tag dialog box to cancel this operation without saving your changes.

Printer Listing Settings

Printer Listing Settings allows you to display or hide the battery data and odometers.

Note • The additional fields will be displayed in the table view on the printer listing page.

To display or hide battery and odometers from the Printer Listing page:


1. Click the  **More** menu.
2. From the dropdown menu, select **Printer Listing Settings**.
The Printer Listing Table View Settings dialog opens.
3. Click the appropriate radio button to display or hide battery data and odometers.
 - a. Click **Display** to view the associated battery data and the odometers.
 - b. Click **Hide** to close the view of the additional fields.
4. Click **Save** to save your changes and view the Printer Listing page.
Click **Cancel** to exit without saving and return to the Printer Listing page.

Export All Printer Data

Export All Printer Data allows you to export all printer data as a CSV file.

Note • The additional fields will be displayed in the table view on the printer listing page.

To export all printer data from the Printer Listing page:

1. Click the  **More** menu.
2. From the dropdown menu, select **Export All Printer Data**.
The Printer Listing Table View Settings dialog opens.

Printers View

3. Click **Download** to save your changes and begin the export.
Click **Cancel** to exit without saving and return to the Printer Listing page.

Printer Details Page

The Printer Details page provides a greater level of control over your printer as well as greater detail on your printers. You may manage the files on the printers, configure printers settings, and perform other mechanical operations. The left pane contains a printer identification section with Name and Location fields that can be changed and a quick action section. The right pane contains the operation log, settings view, objects view, Odometer, tags, and Weblink.

Note • Actions performed on off-line printers are placed in a queue. The system will not provide any acknowledgment that the action is in queue.



Best Practice

It is recommended that you first upload the firmware to the server before sending it to your printers.



The **More** menu includes the following actions:

- For label printers:
 - Print Configuration: prints a configuration label on the selected printer. The completed operation will appear in the [Operation Log](#)
 - Calibrate Printer: performs a measured label length calibration.
 - Update Firmware
 - [Create Profile](#)
 - Restore Printer Defaults
 - Restore Network Defaults
 - [Printer Web Page](#)
 - Reset Network
 - Reset Printer
 - [Force Reconnect](#)
 - [Remove Printer](#)

- For card printers:
 - Update Firmware
 - Reset Printer
 - Force Reconnect
 - [Remove Printer](#)

Tabs on this page include:


- [Operation Log](#)
- [Settings](#)
- [Objects](#)
- [Odometer](#)
- [Tags](#)
- [Weblink](#)

Operation Log

The Operation Log tracks all printer interactions with PPME. Some interactions contain multiple steps. Expand the top-level log entry to see the status of the individual steps.


View a Printer's Web Page

To view a printer's Web Page from the Printer Details page:

1. Click the  **More** menu.
2. From the dropdown menu, select **Printer Web Page**.
The Printer Web page opens.

Create Profile

To create a profile from the Printer Details page:

1. Click the  **More** menu.
2. From the dropdown menu, select **Create Profile**.
The Profile Name dialog opens.

3. Enter the profile name and click **Create** to create the profile.

Click **Cancel** to exit without creating the profile and return to the Printer Details page.

Operation Log


What is an Operation Log?

The operation log tracks all operations sent to and received from a printer. These operations include settings retrieval, alerts, and other actions performed on the printer. For printer actions, the log will indicate if the operation was completed.

Force Reconnect


Force reconnect resets the Weblink connection between PPME and the printer.

To force reconnect a printer from the Printer Details page:

1. Click the  **More** menu.
2. From the dropdown menu, select **Force Reconnect**.
The Force Reconnect confirmation dialog opens.
3. Click **Force Reconnect** to reconnect to the selected printer.
Click **Cancel** to exit without forcing a reconnect and return to the Printer Details page.

Remove a Printer

To remove a printer from Printer Details page:

1. Click the  **More** menu.
2. From the dropdown menu, click **Remove Printer**.
3. A dialog box opens and asks you to confirm.
Click **Remove** to confirm and remove the printer.
Click **Cancel** to return to the Printer Details page.

Note • Removing a printer will remove the settings that connect the printer to the PPME server and reset the printer.

Settings

What Settings are available?

Settings are grouped into the following general categories:

- **Base Settings**—for example: Printer Darkness, Media Type, and Print Width.
- **CPCL/ZPL commands**—printer command language configuration items
- **Tools**—assist with configuring various states of the printer.
- **Sensors**—configure sensors' specific values.
- **Base Network**—configures network addressing and the primary network of the printer.
- **Wireless**—configures wireless network, authentication, and encryption settings.
- **Network Services**—enables/disables network services and allows for service customization.
- **Bluetooth**—configures Bluetooth settings and security.
- **Ports**—configures physical ports on the printer.
- **Power**—configures physical ports on the printer. (Only appears on printers with a battery.)
- **RFID**—configures RFID on the printer.

To configure (modify) the settings from the Printer Details page:

1. Click **Settings**.
2. Select the specific setting category from the dropdown menu.
3. Click inside the setting cell.

Note • Hover your mouse over the input field to display a tooltip with acceptable values. Radio buttons and dropdown menus do not display tooltips.

4. Modify the setting using any of the following:
 - Type the new number in the field.
 - Select the new setting from the field's dropdown list.
 - Click the radio button to select.
5. Click **Apply** to save the change to your printer.

Note • Some settings require your printer to be reset to take effect. The **Apply and Reset Printer** link will appear if you change one of these settings.

Click **Cancel** to revert to previous settings.

Printers View

To refresh the Settings View:

The server will retrieve the printer settings when the printer connects. If the settings change after the initial connection, use Refresh Settings to retrieve the latest settings.

- Click the **Refresh Settings** icon.

Note • The Refresh button on your browser will not refresh the Settings. You must use the **Refresh Settings** icon.

Note • The Operation Log will display the last time the settings were refreshed.

Modify Settings

To configure (modify) the settings from the Printer Details page:

1. Click **Settings**.
2. From the dropdown menu, select the specific setting category.
3. Click inside the setting cell.
4. Hover your mouse over the field to display a tooltip with acceptable values.
5. Modify the setting using any of the following:
 - Type the new number in the field.
 - Select the new setting from the field's dropdown list.
 - Click the radio button to select.
6. The Apply and Cancel buttons appear **after** you have modified a setting (in step 5 above). Click **Apply** to save the change to your printer.

Note • Some settings require your printer to be reset to take effect. The **Apply and Reset Printer** link will appear if you change one of these settings.

Click **Cancel** to revert to previous settings.

Objects

What are objects?

Objects are files that are stored on a printer's internal memory. These may include firmware, fonts, graphics, templates/formats, certificates, and other file types. Objects included in a profile will be stored in a printer's memory when the profile is applied.

Note • Objects differ from resources in that they are stored on the printer. Resources are stored on the server.

To add an object from the Printer Details Page:

1. Click **Objects** tab on the secondary navigation bar.
2. Click **+Add Object**.
The Select a Resource dialog will open.
3. To select a resource, do ONE of the following:
 - Select the resource from those listed in the dialog.
 - Enter the name of the resource in the search box.
 - Click **Browse** to select a file from your computer.
 - **Select All** to select all of the resources listed. (**Deselect All** will deselect all resources.)
4. Once you have selected a resource, click **Add File** to store the resource to the printer.
Click **Cancel** to exit and return to the Objects tab.

Note • Click the **Refresh Objects** button to see the updated objects for the selected printer.

Odometer

Odometer is a way to track specific counts related to printer activity. The information that is updated depends on your printer type. The updated fields may include:

- For card printers:
 - Total Cards Count
 - Images Remaining Until Next Cleaning
 - Interval
 - Pre-Cleaning Count
- For label printers:
 - User Label Count
 - User Label Count 1
 - User Label Count 2
 - Total Label Count: this field tracks printer usage and cannot be reset by the user.

Note • The Odometer page permits you to reset several counts to be reset. Those counts may be used to monitor time since the last cleaning or maintenance operations or to track other usage needs.

Printers View

To refresh the Odometer

The server will retrieve the Odometer values. If the values change after the initial connection, use the Refresh button to retrieve the latest values.


- Click .

Tags

To view the tag(s) associated with a specific printer:

1. From the Printer Listing page, select the specific printer.
2. Click **Tags**.

Listed below are the other actions available on this page.

- **+Add Tags** will apply a tag to current printer.
- To remove a tag from the selected printer, click the  in the tag cell.

Weblink

Weblink Info is used to debug connection issues between a specific printer and PPME. When troubleshooting those connection issues, you must select a printer in the offline or adding state.

Connectivity errors will be highlighted in red in the Weblink log.

To view the Weblink Info from the Printer Details page:

- Click **Weblink**.
The Weblink Connection number is displayed along with the Location URL and the Proxy URL.
The Weblink log displays below the Proxy URL for the specific printer, and the most recent events will appear first.

To change the Weblink Connection:

1. Click the down arrow at the far right of the **Weblink Connection** field.
2. Select the desired connection number.

Note • The printer must be powered on to view the log.

Listed below are the other actions available on this page:

Printers View

- **Download Weblink Info** will immediately download the Weblink log file to your computer.
- **Refresh** will retrieve the Weblink Info from the current printer and display the log.

Batteries View

The Battery Monitoring and Printer Analytics are linked together. (You must have both settings enabled to view the Batteries (Beta) tab.) See [Beta Features](#) to enable Battery Monitoring and [Analytics and Usage Settings](#) to enable printer analytics. Once both are enabled, the Batteries (Beta) tab will appear in the Navigation Bar.

Recommended System Requirements for analytics = 1TB of storage.

The columns on the Batteries tab include:

Current Charge: Offline

Health: Good, Fair, Poor

Serial Number: Printer's serial number

Battery Name: If assigned

Cycle Count: Number of times the battery has been charged

Manufacture Date: Battery manufacture date

Charge History: Graph of the battery's charging history

Profiles View

A profile is a snapshot of a printer's settings, network configurations, objects, firmware, and virtual device. If a particular printer has settings, network configurations, objects, firmware, virtual device or any combination of these files, you can make a profile of that printer. You can then apply that profile to another printer to give that printer the same settings, network configurations, objects, firmware, and virtual device.

What Settings are available?

Settings are grouped into the following general categories:

- **Base Settings**—for example: Printer Darkness, Media Type, and Print Width.
- **CPCL/ZPL commands**—printer command language configuration items
- **Tools**—assist with configuring various states of the printer.
- **Sensors**—configure sensors' specific values.
- **Base Network**—configures network addressing and the primary network of the printer.
- **Wireless**—configures wireless network, authentication, and encryption settings.
- **Network Services**—enables/disables network services and allows for service customization.
- **Bluetooth**—configures Bluetooth settings and security.
- **Ports**—configures physical ports on the printer.
- **Power**—configures physical ports on the printer. (Only appears on printers with a battery.)
- **RFID**—configures RFID on the printer

What happens when you apply a profile?

After you apply a profile to a printer, the following operations take place (in order):

- If your profile has firmware included (and it is different than the current firmware on the printer), the firmware is updated on the printer. After the update, the printer is reset.
- All settings in the profile will be applied to the printer.
- The network configuration will be applied to the printer.
- Any objects in the profile will be saved to the printer.
- All commands in the profile will be sent to the printer.
- The printer will be reset to ensure that the settings will take effect.

Listed below are the other actions available on this page.

- The **Search** box allows you to search for a specific tag by typing in the name or description.
- [Sort By](#) will arrange the profiles based on your selection.
- [+Create Profile](#) will add a new profile to the system.
- [Create Profile from Files](#) will add a new profile to the system using your files.


What can I do?

If you wish to change a profile setting, click on the specific profile to go to the [Profile Details Page](#).

Create Profile

When creating a profile from a printer, a profile is automatically created using the files stored on the printer. If you want to create a profile from your files, see [Create Profile from Files](#).

To create a profile from a printer:

1. Click .
A list of your configured printers (online only) will be shown.
2. If you wish to filter the list, enter a printer name, IP address, serial number or printer description in the **Search** box.
3. Click on a printer.
You may select from "Online" and "Not Ready" printers.
4. Click **Create** to create the profile(s).
Click **Cancel** to close the dialog box and return to the Profiles page.
A profile will be created reflecting that printer's settings and objects.


Note • Creating profiles from Link-OS printers may take as long as 30 seconds.

Create Profile from Files

When creating a profile from files, you will be adding your own customized and stored files. If you want to create a profile from a printer, see [+Create Profile](#).

Profiles View

To create a profile from files:

1. Click on the small arrowhead on the right of  and select **Create Profile from Files**. The Create Profile from Files dialog box opens.
2. In the Package Identifier field, enter a name for your file. (Required.)
3. If this profile does not depend on a printer model, click the checkbox labeled **Not Platform Dependent**.
4. Select the **Base Printer Model** from the dropdown list. (Required.)
5. Add an optional description, if desired.

Note • The fields in the right column (see the fields below) all work the same way. When the Select a Resource dialog opens, either select the file from the list or browse to your file.

6. In the **Firmware** field, click on the folder icon.
The Select a Resource dialog opens. Select the file and click **Add Firmware File**.
7. In the **Virtual Device** field, click on the folder icon.
The Select a Resource dialog opens. Select the file and click **Add Virtual Device File**.
8. In the **Settings** field, click on the folder icon.
The Select a Resource dialog opens. Select the file and click **Add Settings File**.

Example • The Settings file consists of JSON-formatted settings. In this example, there are two settings shown below. While you may add any number of settings to your file, the content for each setting must include all of the parameters (value, type, range, and so forth).

```
{
  "print.tone": {
    "value": "13",
    "type": "double",
    "range": "-100.0-200.0",
    "clone": true,
    "archive": true,
    "access": "RW",
    "default": "0"
  },
  "device.languages": {
    "value": "hybrid_xml_zpl",
    "type": "enum",
    "range": "zpl,line_print,hybrid_xml_zpl",
    "clone": true,
    "archive": true,
    "access": "RW",
    "default": "hybrid_xml_zpl"
  }
}
```

Profiles View

9. From the **Files to Store** field, click on the folder icon.

Files to Store will be stored on the printer.

Note • Files to Store (in a Create Profile from Files) are the same as the objects in a standard profile (Create Profile). The files referred to here are under the Objects tab on the Profile Details page.

10. From the **Files to Process** (0) field, click on the folder icon to navigate to your resource file, and select it.

Files to Process are executed by the printer, but they are not stored on the printer.

Note • Files to Process (in a Create Profile from Files) are the same as the objects in a standard profile (Create Profile). The files referred to here are under the Objects tab on the Profile Details page.

11. Click **Create Profile** to create the profile.

Click **Cancel** to close the dialog box and return to the Profiles page.

A profile will be created with the settings and objects you selected.

Note • Creating profiles from files may take as long as 30 seconds.

Sort a List of Profiles

To sort a list of profiles:

1. Click on the **arrowhead** inside the **Sort** box to display the sort orders.
2. Click on the desired sort order.

Profile Details Page

A profile is a snapshot of a printer's settings, network configurations, objects, firmware, and virtual device. If a particular printer has settings, network configurations, objects, firmware, virtual device or any combination of these files, you can make a profile of that printer. You can then apply that profile to another printer to give that printer the same network configurations, objects, firmware, and virtual device.

A resource may not be deleted when it is associated with a provisioning event or a profile. Additionally, a profile may not be deleted, when it is associated with a provisioning event.



Best Practice

- The Profile Details page provides a greater level of control over your profiles as well as greater detail on your profiles. You may manage the files in the profile, configure printer settings and network settings, and send commands with the profile. The left pane contains a profile identification section while the right pane contains the settings view, network configuration view, objects view, objects to process view, commands section, firmware section, and virtual device section.
- Be sure to test your profile on 1-2 printers before distributing to your whole "fleet" of printers.

Is Everything in my Printer Captured when Creating a Profile?

When creating a profile from a printer, the majority of printer settings and objects are captured, but not all printer settings are captured. Sensitive settings and objects are generally not included in a profile, such as:

- wireless passwords
- weblink authentication information
- firmware
- font files, NRD files, text files, and CSV files stored to a profile

Note • If sensitive objects or settings are needed in a profile, it is recommended that you first create your profile from an existing printer, and then modify the profile to include these settings and objects.

Tabs on this page include:

- [Settings](#): Settings that are automatically included may be reviewed and modified on this tab.
- [Network Configurations](#)
- [Objects](#)
- [Object to Process](#)

- [Commands](#)
- [Firmware](#)
- [Virtual Device](#)

Order of Operations

When applying a profile, the order of operations are as follows:

1. Firmware (Firmware downloads will trigger a printer reset.)
2. Settings, network configurations, and objects
3. Commands
4. Reset printer

View Profile and Its Information

View a profile listing and its information:

The profile listing contains information such as name, creation date, and description. On the left of profile listing is an image of the corresponding printer.

The  **More** menu includes:

- [Send to Printers](#)
- [Enable Settings](#)
- [Disable Settings](#)
- [Copy Profile](#)
- [Delete Profile](#)

Settings

What Settings are available?

Settings are grouped into the following general categories:

- **Base Settings**—for example: Printer Darkness, Media Type, and Print Width.
- **CPCL/ZPL commands**—printer command language configuration items
- **Tools**—assist with configuring various states of the printer.
- **Sensors**—configure sensors' specific values.
- **Base Network**—configures network addressing and the primary network of the printer.
- **Wireless**—configures wireless network of the printer.

Profiles View

- **Network Services**—enables/disables network services and allows for service customization.
- **Bluetooth**—configures Bluetooth settings and security.
- **Power**—configures power savings mode and alerts.
- **Ports**—configures physical ports on the printer.
- **RFID**—configures RFID settings, if RFID is present.

To configure (modify) the settings from the Profile Details page:


1. Click **Settings**.
2. Select the specific setting category from the dropdown menu.
3. Click inside the setting cell.

Note • Hover your cursor over the input field to display a tooltip with acceptable values. Radio buttons and dropdown menus do not display tooltips.

4. Modify the setting using any of the following:
 - Type the new number in the field.
 - Select the new setting from the field's dropdown list.
 - Click the radio button to select.
5. Click **Apply** to save the change to your profile.
Click **Cancel** to revert to previous settings.

Edit a Network Configuration

To edit a network configuration from the Profile Details Page:

1. Click on **Network Configurations**.
2. Click on the pencil icon  (on the far right of the Network Configuration cell).
The Create a Network Configuration dialog appears.
3. Set or change the fields as desired for the network.
4. Click **Next** or **Previous** to move through the wizard.
5. Enter the network configuration name and click **Finish** to save name and the network configuration.
Click **Cancel** and confirm to exit without saving.

Objects

Objects are stored on the printers. When you select a specific profile (associated with a printer), those objects will automatically appear.

Profiles View

To view an object:

1. From the Profiles Details Page, click on **Objects** (on the secondary navigation bar).
The list of objects will appear as well as those objects that cannot be pulled back from the printer.

To manually add an object to a profile:

1. From the Profiles Details page, select **Objects**.
2. Click **+Add Object**.
3. Select the resource to add.



Note • If the resource is not found, you will need to add it to your resources.

4. Click **Add File** to add the file and display it on the Profile Details page.
Click **X** to close the dialog box and return to the Profile Details page.

Object to Process

Object to Process allows you to add an object to a profile.

To add or select an object to process to this profile

1. From a Profile Details page, click on the **Objects to Process** tab.
2. To add an object, click .
3. Select an object (file) from those listed or browse to the location where the file is stored.
4. Click  to save/add the file to the profile.
Click **Cancel** to exit without saving and return to the Profile Details page.

Commands

This page allows you to add ZPL commands to this profile.

Note • Inserting commands that reset the printer will trigger undefined states in the application.

To add commands from the Profile Details Page:

1. Click on **Commands**.
2. Enter the ZPL commands.
3. Click **Apply** to save the commands.
Click **Cancel** to clear the command box.

Add Firmware to a Profile

To keep all of your printers on the same version of firmware, the firmware file can be associated with the profile. Upon creation of the profile, if the system resources contain the same firmware file (as loaded on the printer), it will be automatically added to the profile.

To manually add a firmware file to a profile:

1. From the Profiles Details page, select **Firmware** (on the secondary menu).
If there is already a firmware file associated with this profile, click the **X** to remove the file.
2. Click on the **Click Here** link.
3. Select the firmware file to add.


Note • If the firmware file is not found, you will need to add it to your resources.

4. Click **Add Firmware File** to add the file and display it on the Profile Details page.
Click **Cancel** to exit without saving and return to the Profile Details page.

Virtual Device


Virtual Device allows you to add a virtual device file to a profile.

To add or select a virtual device to this profile

1. From a Profile Details page, click on the **Virtual Device** tab.
2. Click on the **Click Here** link.
3. Select a virtual device file from those listed or browse to the location where the file is stored.
4. Click  to save/add the file to the profile.
Click **Cancel** to exit without saving and return to the Profile Details page.


Send a Profile to a Printer

To send a profile to a printer from the Profile Details Page:

1. Click the  **More** menu.
2. From the dropdown menu, click **Send to Printers**.
3. Click on any of the printers that appear in the list.
You may filter printers by name or tag.
You may choose **Select All** or **Deselect All** printers in the list.
4. Click **Send** to send the profile.
Click **X** to close the dialog box and return to the Profile Details page.


Enable Settings

To enable settings from the Profiles Details Page:

1. Click the  **More** menu.
2. From the dropdown menu, click **Enable Settings**.
In the dialog box that opens, the change is confirmed.


Disable Settings

To disable settings from the Profiles Details Page:

1. Click the  **More** menu.
2. From the dropdown menu, click **Disable Settings**.
In the dialog box that opens, the change is confirmed.


Copy a Profile

To copy a profile from the Profile Details Page:

1. Click , and select **Copy Profile**.
The New Profile Name dialog appears.
2. Enter the new profile name and click **Create** to accept the new name.
The copy of the profile will appear on the Profiles Listing View.
Click **Cancel** to exit without saving.

Delete a Profile

To delete a profile from the Profile Details Page:

1. Click the  **More** menu.
2. From the dropdown menu, click **Delete Profile**.
In the dialog box that opens, you are asked **Do you really want to delete <profile name>?**
3. Click **Delete** to remove the profile.

Note • If the profile is a part of a provisioning event, the profile cannot be deleted.

Click **Cancel** to return to the Profile Details page.

Add a Network Configuration to a Profile

To add a network configuration to a profile from the Profiles Detail Page:

1. Click **Network Configurations** from the secondary navigation bar.
2. If a list of network configurations is not shown, click on the **Click here** link.
3. Click on a network configuration.

The network config is immediately added to the profile.

Note • While there is no acknowledgment of the addition, the list collapses and will only display the selected configuration. The pencil icon (to edit) and X icon (to remove) will appear on the right side of the network configuration cell.

Remove a Network Configuration from a Profile

To remove a network configuration from a profile from the Profiles Detail Page:

Note • You must select a profile that already has a network configuration.

1. Click **Network Configurations** from the secondary navigation bar.
2. Click the small **X** in the upper right corner of the config cell.

Note • There is no acknowledgment of the action.

The network config is removed from the list and returns to the Profiles Detail Page.

Create a New Network Configuration from a Profile

To add a network configuration to a profile from the Profiles Detail Page:

1. Click **Network Configurations** from the secondary navigation bar.
2. If a list of network configurations is not shown, click on the **Click here** link. If a network configuration is associated with the selected profile, the current configuration must be deleted to create a new network configuration.
3. Click on **Create New Configuration**.
4. Select the desired type of network connection (wired, wireless, or both).

Note • This wizard will dynamically change the fields that must be selected or filled in based on your connection type.

5. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen.)
6. Select the method of assigning IP addresses.

Profiles View

Note • If configuring your printer for a static IP address, the DNS information on that page must be filled in for your printer to find the server and reconnect.

7. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen.)
8. Continue to fill-in the required details.
9. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen.)
10. Assign a network configuration name.
11. Click **Finish** to save the configuration and exit the network wizard.
12. Click **Send** to apply the network configuration to the printer (or tag).
Click **Cancel** (and confirm) to exit without saving and return to the Networks Listing View.

Networks View

Network configurations (configs) are types of connections to printers. There are two basic types: wired and wireless. Printer Profile Manager Enterprise permits one more configuration, which is a combination of both types of connections.

The Network View shows a list of network configurations pointing to this server. On this page, you can manage all of your configurations, and see the connection type, IP addressing method, security mode, and certificates. Additionally, you may filter, search or sort on the listed configurations.

Note • If you encounter an issue connecting to one of your printers, check the printer's "Whitelist" settings. The PPME server should appear on your Whitelist so that your printer can connect. (To check or change the printer's whitelist settings, refer to the Zebra PrintSecure Administration Guide.

Certificates

Certificates are part of the wireless configuration process for certain wireless securities. If your security requires a certificate, you will be prompted to upload the certificate directly.

Supported certificate types:

EAP-TLS, WPA/WPA2 EAP-TLS:

- .CER, .CRT, .DER, .P12, .PFX, .PEM, .KEY, or .NRD

EAP-FAST, WPA/WPA2 EAP-FAST:

- .PAC

EAP-TTLS, PEAP, WPA/WPA2 EAP-TTLS, WPA/WPA2 PEAP:

- .CER, .CRT, .DER, .P12, .PFX, or .NRD

The network configuration wizard will convert the raw certificates into certificates that are compatible with the printer.

What can I do?

If you wish to change a network setting, click on the specific network configuration to go to the [Network Details Page](#).

Listed below are the other actions available on this page.

- [+Create Config](#) will add a new config to the system.

- The **Search** box allows you to search for a specific network config by typing in the name or description.
- **Sort By** will arrange the configs based on your selection.

Create a Network Configuration

To create a network configuration from the Networks Listing View:

1. Click **+Create Config**.
2. Select the desired type of network connection (wired, wireless, or both).

Note • This wizard will dynamically change the fields that must be selected or filled in based on your connection type.

3. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen.)
4. Select the method of assigning IP addresses.

Note • If configuring your printer for a static IP address, the DNS information on that page must be filled in for your printer to find the server and reconnect.

5. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen.)
6. Continue to fill-in the required details.
7. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen.)
8. Assign a network configuration name.
9. Click **Finish** to save the configuration and exit the network wizard.
10. Click **Send** to apply the network configuration to the printer (or tag).
Click **Cancel** (and confirm) to exit without saving and return to the Networks Listing View.

Network Details Page

The Network Configuration item allows you to quickly create a network configuration that can be used across multiple profiles. This allows network admins to configure network connection settings with no knowledge on the individual printer settings.

Note • The Network Configuration Page controls the base connection settings and certificates. The printer and profile detail pages permit additional network settings to be configured.



Best Practice

- It is helpful to keep your network configurations isolated from your printers, profiles, and tags. This is because you may use the same network config with a given printer or its replacement (in the future). Additionally, once created, the network config may be associated with multiple printers, profiles, and tags rather than editing each of those items separately.


View a network configuration listing and its information

The network configuration listing contains information such as name, connection type, and IP addresses assignment method.

- From the Network Listing View, click on a specific network configuration to go to the Network Details page.

Tabs on this page include:


- Configuration: displays the current network configuration

The  **More** menu includes:

- [Apply To Printers](#)
- [Edit](#)
- [Remove](#)

Apply To Printers

To apply a network configuration to a printer from the Networks Details Page:

1. Click the  **More** menu.
2. From the dropdown menu, select **Apply to Printers**.
A list of printers (and tags) appear.
3. Select the printers (or tags) to which to send the network configuration.

Note • Uncheck the "**Reset Printer(s) after sending**" box if you do not want to reset the printer after sending the configuration.

4. Click **Send** to apply the network configuration to the printer (or tag).
Click **Cancel** (and confirm) to return to the Networks Details Page.

Edit a Network Configuration

To edit a network configuration from the Network Details Page:

1. Click the  **More** menu.
2. From the dropdown menu, select **Edit**.


Note • This action will take you back through the Network wizard to make your changes.

3. Change the required details.
Click **Next** to move to the next screen in the Network wizard. Or, click **Previous** to move back to the previous screen.
 - a. Types of Printers: Label/Receipt or Card
 - b. Types of Connections: Wireless Only, Wired Only, Both Wireless and Wired
 - c. IP Addressing: All, DHCP, Static, Advanced
 - d. Final Details: Assign a name to the network configuration and review the settings.
4. Click **Finish** to save your changes.
Click **Cancel** (and confirm) to cancel your changes and exit the wizard.

Remove a Network Configuration

Any profile that is associated with the selected network configuration will be affected.

To remove a network Configuration from the Network Details Page:

1. Click the  **More** menu.
2. From the dropdown menu, select **Remove**.
3. Click **Delete** (and confirm) to delete the network configuration.
Click **Cancel** the deletion and to return to the Network Details page.

Certificates View

Certificate management automatically updates device certificates in order to improve network security. Security Best Practices increasingly call for these certificates to be unique to each device, rotated out, and replaced on a schedule, which can be as short as three days.

A certificate consists of public information identifying the device and a set of public and private keys used for encrypted communication. PPME manages wireless LAN (WLAN) certificates beginning with PPME version 3.1 and the printer requires Link-OS 6.0 or higher.

Certificate Management requires three components to be configured:

- Certificate Authority Server
- Certificate Management Item (CMI)
- Provisioning Item

The Certificate Authority (CA) server validates and signs your certificate requests. For more information, contact your IT department on your CA server.

Certificate Management Items are similar to printer profiles, and contain information on how to generate your certificate requests. This includes certificate type, encryption type, digest type, etc.

A provisioning item defines when the certificate is requested and applied to your printer. For information about provisioning items, see [Provisioning View](#).

On the Certificates View page, you can set up and manage a CA or CMI from the dropdown menu:

- [Certificate Authorities Details Page](#)
- [Certificate Management Items Details Page](#)

Certificate Authorities View

The Certificate Authorities (CA) View allows you to quickly create a connection to a CA Server that will be used to sign certificate requests.

Supported CA Servers

Supported CA server types and versions include:

- **Microsoft ADCS:** Microsoft Certification Authority 10.0
- **Microsoft ADCS NDES 2019:** Microsoft Certification Authority 10.0
- **EJBCA-SCEP:** EJBCA 7.1.0 Enterprise

Listed below are the other actions available on this page.

- [+Add Certificate Authority Server](#): adds a certificate authority (CA) server configuration.
- Search: allows you to search for a specific certificate authority, CA server type, description, name, and URL. You may use an asterisk (*) as a wildcard in the Search box.
- View a CA Server's settings.
- [Sort By](#): sorts a list of CA's.

What can I do?

From the Certificate Authorities View, click on a specific CA to go to the [Printer Details Page](#).

Add Certificate Authority Server

To add a Certificate Authority (CA) Server from the CA Listing Page:

1. Click the **+Add Certificate Authority Server** button.
2. Enter the required details.
 - a. **Type**: CA server types include Microsoft ADCS, EJBCA-SCEP, and Microsoft ADCS NDES 2019
 - b. **URL**: URL for the CA server
 - c. **Polling Timeout (seconds)**: Frequency that PPME will check with the CA Server to check if a certificate has been signed.
 - d. **Description**: Name for the CA server.
 - e. **Username**: Your username to access the CA server.
 - f. **Password**: Your password to access the CA server. Click the eye icon to show or hide the password.
 - g. **Server Certificate**: Click the **+** sign to browse for the saved server certificate.
 - h. **Certificate Password**: Your password for the certificate. Click the eye icon to show or hide the password.
3. Click **Save** to save your changes.

Click the **Undo** button to delete your changes.

Click **Cancel** to cancel your changes and return to the CA listing page.

Sort a List of Certificate Authorities

To sort a list of Certificate Authorities:

1. Click on the **arrowhead** inside the **Sort by** box to display the sort orders.
2. Select the desired sort order.

Certificate Authority Details Page

The Certificate Authority (CA) Details page allows you to view the previously configured settings for that CA.

View a CA Server listing and its information

The Certificate Authorities listing contains information such as name, server type, last modified date and time, and URL.

The  **More** menu includes:


- [Remove Certificate Authorities](#)

Tabs on this page include:

- Configuration: displays the current CA settings.

Remove a Certificate Authority

To remove a CA from the CA Details Page:

1. Click the  **More** menu.
2. From the dropdown menu, select **Remove**.
3. Click **Delete** (and confirm) to delete the CA configuration.
Click **Cancel** the deletion and to return to the CA Details page.

Certificate Management Item View

The Certificate Management Item (CMI) View allows you to create a CMI that can administer and update wireless LAN (WLAN) certificates on connected printers. Once the CMI is created, a corresponding provisioning item is required to automatically manage certificates on selected printers.

Listed below are the other actions available on this page.

- [+Create Item](#): guides you through a wizard to create a Certificate Management Item (CMI).
- Search: allows you to search for a CMI. You may use an asterisk (*) as a wildcard in the Search box.
- View a CMI's settings.
- [Sort By](#): sorts a list of CMI's.

What can I do?

From the CMI View, click on a specific CMI to go to the [Certificate Management Item Details Page](#).

Create a Certificate Management Item

To create a Certificate Management Item (CMI) from the CMI Listing Page:

1. Click **+Create Item**.
The Before You Begin dialog opens.
2. Gather all of the information listed.
3. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen. Click **Cancel** to exit the CMI Wizard.)
The Certificate Settings dialog opens.
4. From the Server dropdown menu, select the **Server Address**.
The server address is set within the server configuration which is found in the User menu.
5. Select the Message Digest from the dropdown menu.
6. Select the Encryption Algorithm (and Key Size/Curve) from the dropdown menu.

Note • The Encryption algorithm specifies how the certificate should be encrypted. The following is a list of supported encryptions:

AlgorithmType: RSA, ECDSA

KeySize: RSA (2048, 3072, 4096), ECDSA (256, 384, 521)

ECDSA curve: secp256k1, secp384r1, secp521r1, prime256v1

7. From the Update Certificates dropdown menu, select the Days Before Expiring.

Note • This is the grace period during which a certificate will be updated.

8. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen. Click **Cancel** to exit the CMI Wizard.)
The Certificate Information dialog opens.
9. Select the **Common Name** from the dropdown menu.
10. Enter the **Organization**.
(In this field, enter the business or organization unit.)
11. Enter the **Organizational Unit**.
(In this field, enter the business or organizational unit.)
12. Enter the **Email Address**.
13. Enter the **City**.
14. Enter the **State**.
(In this field, enter state, province or region.)

15. Select the **Country** from the dropdown menu.
16. In the **Alternative Name** field, enter any optional/alternate information.
17. Click **Next** to move to the next screen. (Or, click **Previous** to move back to the previous screen. Click **Cancel** to exit the CMI Wizard.)
The Create a Certificate Management Item dialog opens.
18. Enter the **Name of the Certificate Management Item**.
19. Enter the **Description** for the CMI.
20. Click **Finish**.
Click **Cancel** and confirm to return to the CMI Listing page.
Click **Previous** to go back to the previous screen.

Sort a List of Certificate Management Items

To sort a list of CMI's:

1. Click on the **arrowhead** inside the **Sort by** box to display the sort orders.
2. Select the desired sort order.

Certificate Management Item Details Page

A Certificate Management Item (CMI) defines the information used to generate a printer-specific certificate. This works in conjunction with provisioning to create a system in Printer Profile Manager Enterprise that controls the distribution of a certificate to printers on a user-defined schedule. You may edit or delete your CMI event on this page.

- A CMI may not be deleted when it is associated with a provisioning event or a profile.
- For more information on provisioning, see [Provisioning View](#).

View a CMI listing and its information

The CMI configuration listing contains information such as such as name, type, description, last modified date and time, algorithm, and digest.

The  **More** menu includes:


- [Apply a CMI](#)
- [Edit Certificate Management Items](#)
- [Remove Certificate Management Items](#)

Tabs on this page include:

- Configuration: displays the current CMI configuration.


Apply CMI

To apply a CMI from the CMI Details Page:

1. Click the  **More** menu.
2. From the dropdown menu, click **Apply CMI**.
A Certificate Management Item "CMI" dialog box opens.
3. Choose **Select All** to create and send a CMI for all printers or **Deselect All** to remove the CMI from all printers.
4. Click **Send** to get a Certificate Signing Request (CSR) from the printer.
5. Click **X** to close the dialog box.


Edit a Certificate Management Item

To edit a Certificate Management Item (CMI) from the CMI Details Page:

1. Click the  **More** menu.
2. From the dropdown menu, select **Edit**.
3. Gather the required information listed, and check the boxes, if desired.
4. Click **Next** to move to the next page.
5. On the following screens, enter the required fields.
6. Click **Next** to move to each of the successive pages.
7. Click **Finish** to save your changes.
Click **Cancel** (and confirm) to cancel your changes and return to the CMI Details page.
Click **Previous** to return to the previous page.

Remove a Certificate Management Item

To remove a CMI from the CMI Details Page:

1. Click the  **More** menu.
2. From the dropdown menu, select **Remove**.
3. Click **Delete** (and confirm) to delete the CA configuration.
Click **Cancel** the deletion and to return to the CA Details page.

Provisioning View

A provisioning item is a scheduled application of a profile, resource or CMI used to update your printer settings, files, and behavior. They can be executed immediately, on the next reconnect of your printer, or on a customizable schedule.

Listed below are the other actions available on this page.

- The **Search** box allows you to search for a specific tag by typing in the name or description.
- **Sort By** will arrange the provisioning items based on your selection.
- [+Create Item](#) will add a provisioning item to the system.
- [Suspend All](#) will suspend all provisioning items.
- [Resume All](#) will resume all provisioning items.

What can I do?

If you wish to change a provisioning item, click on the specific provisioning item to go to the [Provisioning Details Page](#).

Provisioning Details Page

You may edit, delete, or suspend your provisioning event on this page.

Additionally, view the Operations Log to see whether your events have started, are pending, or have been completed.

Note • When a provisioning item is resumed, it will begin to track the time or power ups as if it has been running all along. However, any events missed while suspended are not retroactively executed.

- A resource may not be deleted when it is associated with a provisioning event or a profile.
- The provisioning feature relies on the server's clock to ensure that provisioning events occur at the correct time. Therefore, the administrator should verify that the clock on the server is set to the correct time and time zone.
- If you are shortening or removing the operation log, do not use "On Power Up" provisioning events.
- For Provisioning events set to "On Power Up", do not apply more than one event to a printer.
- For Certificate provisioning events, the provisioning item will trigger only if the printer currently has a wireless certificate and the certificate is within its expiry window.

Note • If you are setting up a new printer for the network, you must provision the initial certificate directly through the CMI. See [Apply a CMI](#) for more detailed information.

Tabs on this page include:

- [Operation Log](#)
- Profile/Resource/Certificates: Each tab displays a list of items (profiles, resources or certificates)
- Tags: displays a list of tags
- Schedule: displays when the provisioning event will apply the profile to the printer or tag.

Provisioning Types

- Power Up
- Scheduled
- Schedule Recurring

Each one allows you to link a profile or a single resource to one or more tags in the system. All three types behave the same in terms of application of the profile or resource, but they differ on when it is applied.

Power Up Provisioning

Power Up Provisioning is a provisioning item that will apply a resource or a profile to a printer when it is reset or powered on. It will only apply the item being provisioned once per printer for that provisioning item.

Scheduled Provisioning

Scheduled Provisioning items will execute at a certain time and apply the resource or profile to all the printers in the tag at that moment.

Scheduled Recurring Provisioning

Scheduled Recurring Provisioning items are similar to Schedule Provisioning except that they will execute more than once, on some user-defined frequency.

Create an Item

To create a provisioning item from the Provisioning Page:

1. Click **+Create Item**.

Provisioning View

The Create a Provisioning Item dialog opens.

2. Select the **Type of Provisioning**: Printer Profile, Printer Resources or Printer Certificates.

3. Click **Next**.

The Tags dialog opens.

4. Select a tag.
5. Click on the desired **Selected Tags** radio button.
With any of these tags filters the tags using OR logic.
With all of these tags filters the tags using AND logic.

6. Click **Next**.

The Configure when to apply the profile dialog opens.

7. From the dropdown menu, select when to provision or apply the profile, resource or certificate. Choose one of the following:
 - On Power Up
 - On a Schedule, and select the additional date, time, and time zone fields.
 - On a Schedule (Repeating), and select the frequency, days, months, dates, and time zone fields.

The Confirmation dialog opens.

8. Review the tags, dates, and times in the Provisioning Item. Confirm the Provisioning Name or add a new one.
9. Click **Finish** to confirm.
Click **Cancel** to return to the Provisioning Listing page.
Click **Previous** to go back to the previous screen.

Suspend All

To suspend all provisioning events from the Provisioning Page:

- Click **Suspend All**.

Note • No acknowledgment appears.

Resume All


To resume all provisioning events from the Provisioning Page:

- Click **Resume All**.

Note • No acknowledgment appears.


Delete Provisioning Item

To delete a provisioning item from the Provisioning Details Page:

1. Click the  **More** menu.
2. From the dropdown menu, click **Delete Provisioning Item**.
The confirmation dialog appears.
3. Click **Yes** to confirm and delete the provisioning item.
Click **Cancel** to return to the Provisioning Details page.

Suspend Provisioning Item

To suspend a provisioning item from the Provisioning Details Page:

1. Click the  **More** menu.
2. From the dropdown menu, click **Suspend Provisioning Item**.
The confirmation dialog appears.

Resume Provisioning Item

To resume a provisioning item from the Provisioning Details Page:

1. Click the  **More** menu.

Note • The **Resume Provisioning Item** will only appear when a suspended provisioning item is selected.

2. From the dropdown menu, click **Resume Provisioning Item**.
The confirmation dialog appears.

Tags View

This page shows all of the tags that exist in the system. Tags are a method of grouping your printers. PPME uses tags to permit you to perform a single action on groups of printers rather than multiple actions on a series of individual printers.

Note • From this page [Tags View](#), you may select multiple tags to queue. From the [Tag Details Page](#), you may only select a single tag.

Selecting a tag will display the printers associated with the tag on a new page.

Listed below are the other actions available on this page.

- The **Search** box allows you to search for a specific tag by typing in the name or description.
- [+Add Tag](#) will create a new tag or new auto-tag.

Note • Tag names may not include the hash (#) or percent (%) characters.

The  **More** menu includes the following actions:

- Reorder by Name
- Reorder by Description
- Reorder by Creation Date
- Reorder by Number of Printers

Note • The new order affects the order shown for all users across the system.

- [Queue Serial Numbers via CSV file](#)

What can I do?

If you wish to change a tag, click on the specific tag to go to the [Tag Details Page](#).

If you wish to queue a list of serial numbers, click on [Queue Serial Numbers via CSV file](#).

If you wish to change the order of the tags on the Tags View page (also called the Tags Listing page), drag and drop the tags to display them in the new order across the server for all users.

+Add a Tag

From the Tags tab, to add a tag:

1. Click **+Add Tag**.
The Create a Tag dialog box appears.
2. Enter a Tag Name (required) and a Tag Description (optional).
3. Click **Create** to create the tag.
Click **Cancel** to close the dialog box and return to the Tags page.

To add Auto-Tag:


Add Auto-Tag will automatically assign a tag to a printer with a matching SetGetDo (SGD) value. Auto-tag will tag a printer when it meets a specified SGD value. Moreover, Auto-tag will untag printers that no longer meet the specified SGD value.

For more information on SGD commands and the associated values, see The Programming Guide.

1. From the Tags View, click the dropdown menu icon for **+Add Tag**.
2. Select **Add Auto-Tag**.
The Create an Auto-Tag dialog box appears.
3. Enter a **Tag Name** (required) and a **Tag Description** (optional).
4. Enter a **SGD Name**.
5. Select a **Match Type** from the dropdown menu.
6. Enter the **SGD Value**.
7. For **Case Sensitivity**, select **Enabled** or **Disabled**.
8. For **Auto-Remove**, select **Enabled** or **Disabled**.
9. Click **Create** to create the tag.
Click **Cancel** to close the dialog box and return to the Tags page.

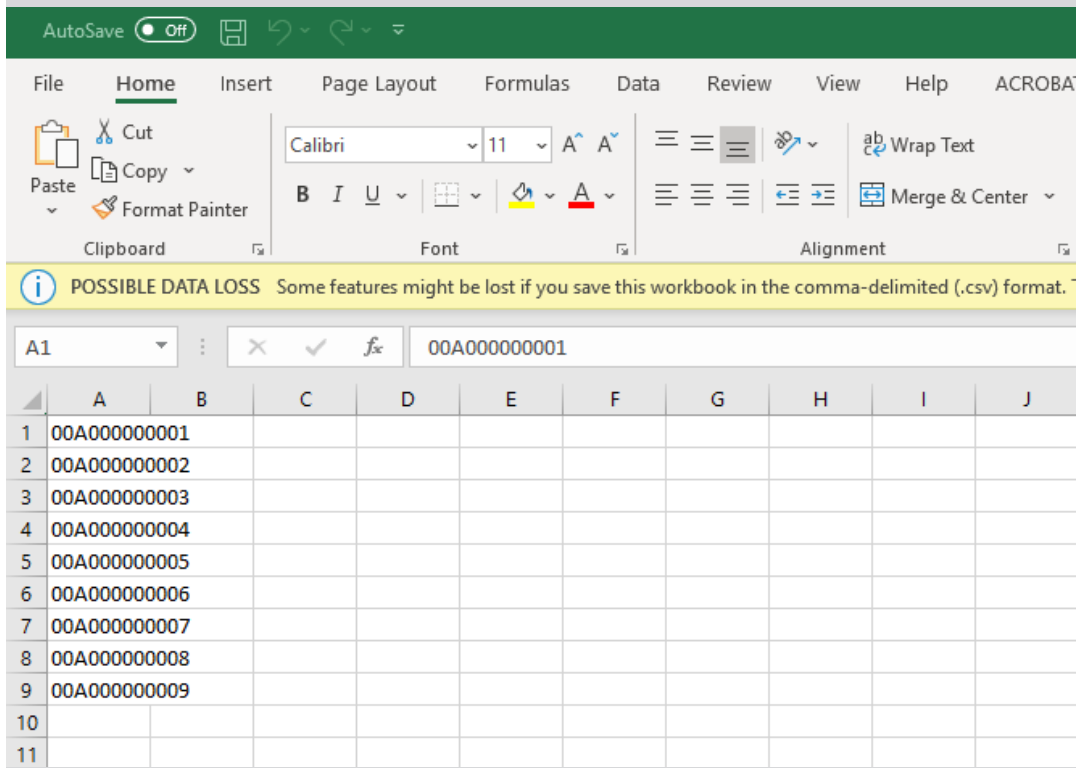
Queue Serial Numbers via CSV file

To queue serial numbers via CSV file from the Tags tab:

1. Click the  **More** menu, select **Queue Serial Numbers via CSV file**.
The Open dialog box opens.
2. Navigate to your CSV file, select it, and click **Open**.

Tags View

Note • The CSV data must be a single column of data. Because of the single column format, the file is carriage return delimited. (A comma-delimited file is not permitted.)



Note • The serial numbers must be either 12 or 14 characters long, and consist of uppercase alpha-numeric characters.

Click **Cancel** to return to the Tags Detail page.

Tag Details Page

The tag cell contains the tag name, description, and a list of printers associated with that tag.



Best Practice

You may want to group printers based on the function they perform within your business and based on geographic location. Groups allow you to apply universal settings to all of your printers tagged to a specific function (i.e., shipping department), and then control the timing of the update based on location (i.e., United Kingdom).

Potential attributes for tagging might include:

- function
- geographic location
- building location or floor
- network type
- year printer was purchased
- printer model
- printer options (cutter, rewind, peel, tear-off)

Simply create a tag and tag the printers you wish to have associated with this tag. You may edit tags at any time, so it's easy to add or remove them from printers whenever you want.

Tabs on this page include:


- **Associated Printers:** displays the number of printers, names and serial numbers of the printers, and tags.
- **Queued Serial Numbers:** displays the queued serial numbers, the method used to import the serial numbers (CSV or manual), and the timestamp.

Listed below are the other actions available on this page.

- The **Search** box allows you to search for a specific printer by typing in the name or description.
- [+Tag Printers](#) will apply printers to the selected tag.
- [Untag Printers](#) will remove the tag from the selected printer, and remove the printer from the associated printers list.

Tags View

Note • This action is only available when a printer is selected.

- **Select All** will select all of the printers shown.
- **Deselect All** will deselect all of the printers shown.
- **Remove Tag** (under the  **More** menu) will remove the tag, associated printers, and provisioning events.
- **Edit a Tag**: You may type the tag name and description in the fields that appear below the tag icon.
- **+Add Serial No.** allows you to manually add printers by serial number.
- **Remove Serial No.** removes printer's serial number from the queued serial number list.
- **Import CSV** imports a CSV (Comma Separated Value) file.

Note • From the [Tag Details Page](#), you may only select a single tag. From [Tags View](#), you may select multiple tags to queue.

Tag Printers

To tag a printer from the Tag Details page:

1. Click on a tag.

Note • Ensure that Associated Printers is highlighted.

2. Click **+Tag Printers**.
The Apply Printers to Tag <name> dialog appears.
3. Click on the printer name to select it.

Note • The printer names listed will be those printers that are not already associated with this tag.

4. Click **Apply** to apply the tag to the printer.
Click **Cancel** (and confirm) to return to the selected tag and associated printers.

Untag Printers

To untag a printer means to remove the tag from a specific printer. The tag remains in the PPME system.

To delete a tag means that you are deleting the tag from **all** printers and PPME!

You may untag single or multiple serial numbers, and you may search by serial number.

To untag a printer from the Tag Details page:

1. Click on a tag.

Note • Ensure that Associated Printers is highlighted.

Tags View

2. Click on the printer name to select it or click **Select All**.

Note • The printer names listed will be those printers that are already associated with this tag.


3. Click **Untag Printers**.

Note • There is no confirmation on this action.

Remove a Tag

Once a tag is removed from the system, the tag is no longer associated with any printers or provisioning items, and the provisioning event is paused.

To remove a tag (in the system) from the Tags tab:

1. Click on a tag.
2. Click the  **More** menu.
3. From the dropdown menu, select **Remove Tag**.
4. Click **Delete** to confirm and remove the tag.

Note • If the tag is a part of a provisioning event, the tag cannot be deleted.

Click **Cancel** to return to the specific Tag page.

Edit a Tag

To edit a tag from the Tags tab:

1. Click on a tag.
2. In the left pane, edit the desired name and/or description.
3. Press **Enter** or click outside of the edit fields to apply your changes. (The field will appear with a yellow background for several seconds to acknowledge the change.)

+Add Serial No.

The printer must be on the network and discoverable in order to be added.

To manually add a printer using its serial number from the Tag Details page:

1. Click on a tag.


Note • Ensure that Queued Serial Number is highlighted.

2. Click **+Add Serial No..**

The Queue Printers for Tagging via Serial Numbers dialog appears.

Tags View

Note • The serial numbers must be either 12 or 14 characters long, and consist of uppercase alphanumeric characters.

3. Enter the serial number.
4. Click **Add Printers** to add the serial number or click the  sign (in the upper right corner) to add more printers.
Click **Cancel** to return to the Tags Detail page.

Remove Serial No.

To remove a serial number means you remove a serial number (a printer before it is connected) from the Queued Serial Numbers list.

You may remove single or multiple serial numbers, and you may search by serial number.

To manually remove a printer using its serial number from the Tag Details page:

1. Click on a tag.

Note • Ensure that Queued Serial Number is highlighted.

2. Click on the row in the table (shows the queue method, serial no., and timestamp) to select it. Or, click **Select All**.
3. Click **+RemoveSerial No..**

Note • There is no confirmation on this action.

Import CSV

This feature permits you to import a list of serial numbers into PPME to aid in the tagging of printers.

Once the queued printer connects, the serial number is removed from the list of Queued Serial Numbers and appears in the Associated Printers list.

The CSV data must be a single column of data and carriage return delimited. (A comma delimited file is not permitted.)

The serial numbers must be either 12 or 14 characters long, and consist of uppercase alphanumeric characters.

To manually import the CSV file from the Tag Details page:

1. Click on a tag.

Note • Ensure that Queued Serial Number is highlighted.

2. Click on the **Import CSV** button.
The Open dialog box opens.
3. Navigate to your CSV file, select it, and click **Open**.
Click **Cancel** to return to the Tags Detail page.

Troubleshooting

If there is a duplicate serial number (a serial number for a printer that is already connected) in the file, the entire CSV file will be rejected.

- To locate the duplicate serial number, go to the Tags Detail page with Queued Serial Numbers highlighted. From the table on that page, you may sort on the queue method (manual or CSV), serial number, or timestamp to locate the duplicate serial number.
- To correct the file, remove the duplicate serial number and reimport the file.

Resources View

Resources are graphics, firmware, formats, security, other files or fonts that can be stored in the system, sent to a printer, or downloaded to your local computer. Uploaded resources will be available to all the users logged into Printer Profile Manager Enterprise.

To view a resource and its information:

The resource line item contains information such as name, upload date, description, and size.

- Click anywhere in the white area of the resource cell.

Note • If you click on the resource name, a dithered version of the image is displayed.

The **Search** box allows you to search for a specific resource by typing in the name or description. You may use an asterisk (*) as a wildcard in the Search box.

Listed below are the other actions available on this page.

- The **Search** box allows you to search for a specific tag by typing in the name or description.
- **Sort By** will arrange the tags based on your selection.
- [Add a Resource](#) will allow you to add a resource from your computer.

What can I do?

If you wish to change a resource, click on the specific resource to go to the [Resource Details Page](#).

Add a Resource

To add a resource using the + Add Resource button from the Resources page:

1. Click **+Add Resource**.
The Open dialog box appears.
2. Click on a file (or several files) and press **Open**.

Note • The maximum file size that may be uploaded is 50MB.

Click **Cancel** to close the dialog box and return to the Resources page.

To Drag and Drop a Resource:

- Drag and drop a file (from your computer) inside of the dashed box on the Resources page.

Sort a List of Resources

To sort a list of resources:

1. Click on the **arrowhead** inside the **Sort by** box to display the sort orders.
2. Select the desired sort order.

Resource Details Page

Let's you apply actions to a resource depending on the resource type.

- A resource may not be deleted when it is associated with a provisioning event or a profile.

Resource Types:

- FIRMWARE
- FONT
- GRAPHIC

Note • All image files are converted to .png files.

- FORMAT
- SECURITY
- OTHER
- TEXT
- CERTIFICATE
- KEY

Available Actions for Specific Resources

- Send Resource: send the resource content byte for byte to a printer
 - FORMAT
 - FIRMWARE
- Store Resource: store the resource to a printer
 - FONT
 - GRAPHIC
 - TEXT
 - CERTIFICATE
 - KEY

- Download Original: download originally uploaded resource
 - All types
- Download Dithered: view the dithered image
 - GRAPHIC
- Download Prepared: download ZPL command to store the resource
 - All types
- Delete Resource: delete the resource from database
 - All types

Edit a Resource

To edit a resource from the Resources Details Page:

1. In the left pane, edit the desired name and/or description.
2. Enter the desired name and description.
3. Press **Enter** or click anywhere outside of the field to apply your changes.

Send a Resource

To send a resource to a printer from the Printer Listing Page:

1. Select the printer(s) by clicking the checkbox beside the printer name or using the **Select All** or **Deselect All** buttons.

Note • If the printer is in an error state, the file will be placed in queue. Some files will not be processed until the error is cleared. The system will not provide any acknowledgment that the action is in queue.

2. Click **Send** to send the resource to the selected printer(s).
3. Click **X** to close the dialog box and return to the Resources Details page.

Store a Resource

To store a resource to a printer from the Printer Listing Page:

1. Select the printer(s) by clicking the checkbox beside the printer name or using the **Select All** or **Deselect All** buttons.
From the Search box, you may filter printers by IP address, serial number, model, or location.
2. Click **Store** to store the resource in the selected printer(s) or tag(s).

Resources View

Note • If the printer is in an error state, the file will be placed in queue. Some files will not be processed until the error is cleared. The system will not provide any acknowledgment that the action is in queue.

Click **X** to close the dialog box and return to the Resources page.


Note • Graphic types, when stored to the printer, will be converted to PNG file or saved as a GRF file. (A GRF file is not converted, simply saved as the same file type.)

Delete a Resource

To delete a resource from the Resources Details Page:

1. Click anywhere in the resource cell.

Note • Clicking on the name of the resource file will display a dithered preview. Clicking anywhere (not on the name of the file) will display the original file alongside of a dithered file.

2. Click the  **More** menu.
3. From the dropdown menu, select **Delete Resource**.
4. Click **Delete** to confirm and remove the resource file.

Note • If the resource is a part of a profile or provisioning event, the resource cannot be deleted.

Click **Cancel** to remain on the Resource page.

Apply and Remove a Filter

To apply/remove a filter:

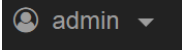
- All items listed under "Selected" are initially selected.
- To remove a filter, click on the name under **Selections** at the top of the left pane.
 - The filter will move down to the **File Type** list in the left pane.
- To reapply a filter, click on the name of the filter in the **File Type** list.
 - The filter will move up to the **Selections** list.

Available Filters on the Resources View

- Firmware
- Fonts

- Graphics
- Formats
- Security
- Other

User Menu

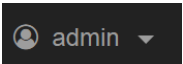
This page (accessed from ) allows the administrator to change password, manage users, configure Weblink, SSL, SMTP settings, and set the Operations Log retention period.

Listed below are the other actions available in this menu.

- [Change Password](#)
- [Manage Users View](#)
- [Configuration](#)
- [Static IP Addresses](#)
- [System Log](#)
- [License](#)
- [About](#)
- Logout

Change Password

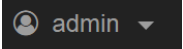
To change the password from the User menu:

1. Click **User** menu .
2. From the dropdown menu, select **Change Password**.
The Change Password dialog box appears.
3. Enter the current password, new password, and new password a second time.
4. Press **Change Password** to accept the change.
Press **Cancel** to exit.

Manage Users View

This page allows the administrator to view users, invite users, and configure directories.

To manage users and directories from the User menu:

1. Click **User** menu .
2. From the dropdown menu, select **Manage Users**.
The users are listed.

Listed below are the other actions available on this page.

- [+Invite Users](#) will permit you to send an invite to new users and assign a user role.
- [+Configure Directories](#) will add a new tag to the LDAP User directory.

What can I do?

If you wish to change a user setting, click on the specific user to go to the [User Details Page](#).

Configure LDAP Directories

This page allows the administrator to configure LDAP directories.

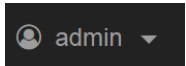


Best Practice

- If no groups have been configured for the management of the server, create a new directory with no group selection and set the defaults permission level to user. When a new user logs into the system, they will be automatically added to the list of users. The admin can now select the user and set the appropriate permissions level.
- Another option is to create an active directory group for each permission level and add users to that group via the active directory system. Permission levels can still be individually adjusted (by an admin) after a user logs in.

Note • If your LDAP server is configured for anonymous login, leave the password field blank.

To configure LDAP directories:

1. Click **User** menu .
2. From the dropdown menu, select **Manage Users**.
3. Select **Configure Directories**.
4. Click **+Add Directory**.

The Configure LDAP User Directory dialog appears.

5. Fill in the **Server Settings** fields.
 - a. **Name (Required)**: This is used only for display purposes within PPME.
 - b. **Hostname (Required)**: The address which Active Directory is available at, should not include

port or protocol prefix.

- c. **Port (Required):** The port Active Directory is available on, usually this is 389 for non-secure traffic and 636 for secure traffic.
 - d. **Username (Required):** This should be the full path to a management/admin user within Active Directory that can be used for the initial connection, allowing PPME to validate/authenticate users.
 - e. **Password:** The password for the management user. Click on the eye icon to show or hide the password.
6. **CA Certificate:** If using SSL, you will most likely need to add the certificate which your Active Directory system is hosting unless the certificate is signed by a trusted certificate authority. This will allow PPME to trust the Active Directory server, otherwise, the connection will be refused.
- a. To browse for the saved CA Certificate, click **+Add CA Certificate**.
 - b. Navigate to your CA certificate.
 - c. Click **Open** to add the file to the CA Certificate field or click **Cancel** to return to the Configure LDAP User Directory dialog.
7. **Use SSL:** Check this if the Active Directory system requires secure traffic.
8. Fill in the **LDAP Schema Settings** fields.
- a. **Base DN (Required):** This is the base distinguished name for which all queries will be run against. Generally this will be your internal domain for example zebra.lan would be an internal domain and the Base DN might be dc=zebra,dc=lan.

The URL used to connect to the Active Directory server would be
ldap://HOSTNAME:PORT/BASE_DN

- b. **Additional User DN:** This is an optional field which can be used to limit where PPME will query users, for example users may be stored in a path such as CN=PPME_Users,DC=zebra,DC=com in which case you would want to set this field to CN=PPME_Users, as the Base DN will be automatically added. It can however, be left blank and PPME will attempt to search the Active Directory tree for users.

Use of this field requires PPME version 2.1.6638 or later.

- c. **Additional Group DN:** This is an optional field which can be used to enforce users be part of an Active Directory group via theirmemberOf attribute.

Example • You may have a Group within Active Directory at path CN=PPME_Admin-s,OU=Groups,DC=zebra,DC=lan in which case you would want to set this field to

User Menu

CN=PPME_Admns,OU=Groups. If you have multiple groups and you want them to be created with specific PPME roles when the users log in, you will have to create multiple LDAP User Directory entries inside of PPME where each one defines a separate Additional Group DN and Default User Role.

9. Fill in the **User Schema Settings** fields.

- a. **User Name Attribute (Required):** This is the field name inside of your Active Directory system which maps the username. This is NOT a username, it is a field. Generally, this will be samAccountName if using Active Directory or if using OpenLDAP, it will probably be uid.
- b. **User Full Name Attribute (Required):** This is the field name inside of your Active Directory system which maps the user's full name.
- c. **User Email Attribute (Required):** This is the field name inside of your Active Directory system which maps the user email addresses. While this field is required, it is only used to store the email address within PPME and no validation of whether it is a valid email address occurs. Therefore, if you are using an Active Directory system which does not map an email address to users, you can set this to something else, such as the User Name Attribute (samAccountName), and PPME will store the username as the email address.

10. Fill in the **Printer Profile Manager Enterprise Settings** field.

- **Default User Role:** This is used to predefine which role Active Directory users will be given when they first login to PPME.

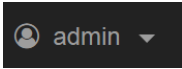
To select the Default User Role, click on the arrowhead to the right and select User, Technician or Administrator.

11. Click .

Or, click **Cancel** to return to the Configure Directories page.

Invite Users

To invite users from the User Listing page:

1. Click **User** menu .
2. From the dropdown menu, select **Manage Users**.
3. Click **+Invite Users**.

The Invite Users dialog box appears.

User Menu

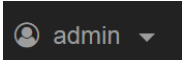
4. Fill-in the Username, Full Name, and E-mail Address.
5. From the **User Role** dropdown box, select the account role (Administrator, Technician, User).
6. Click **Send Invites** to invite the user.
Or, click **+ Add Another** to invite another user.

Note • The SMTP server must be configured in order to send out invites.

User Details Page

The administrator has access to additional controls and functions to add and delete users, roles, passwords, licenses, and IP addresses.

To navigate to the User Details page:

1. Click **User** menu .
2. From the dropdown menu, select **Manage Users**.
3. Select a single user and click anywhere in the cell.
The User Details Page appears.

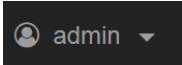

Listed below are the other actions available in this menu.

- [Change User Role](#)
- [Invalidate Active Sessions](#)
- [Change User Email](#) (local users only)
- [Reset Password](#) (local users only)
- [Deactivate User](#) (local users only)
- [Activate User](#) (only appears when a deactivated user is selected)
- [Resend Invite](#) will permit you to send an invite to a deactivated user. (only appears when user has not accepted an invitation)
- Remove User will allow user to be removed from the system (only appears when user has not accepted an invitation).

Change User Role

This page allows the administrator to change the user's role from the User Details Page.

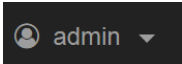

To change the user role:

1. Click **User** menu .
2. From the dropdown menu, select **Manage Users**.
3. From the  **More** menu, click **Change User Role**.
The New Role dialog appears.
4. From the **User Role** dropdown menu, select the new role.
5. Click **Accept**.
Or, click **Cancel** to return to the User page.

Invalidate Active Sessions

This allows the administrator to close out all of the active browser sessions for a specified user. If the user is logged into multiple machines, this command will close all sessions regardless of machine, browser, location.

To invalidate active sessions:

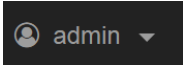

1. Click **User** menu .
2. From the dropdown menu, select **Manage Users**.
3. Select user to invalidate.
4. Click the  **More** menu.
5. Click **Invalidate Active Sessions**.
The Invalidate Sessions dialog appears.
6. Click **Confirm**.
Or, click **Cancel** to return to the User Details page.

Change User Email

This page allows the administrator to change a user's email address from the User Details Page.

Note • The user's old email address will receive an email from the administrator notifying him of the change.

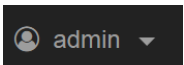
To change the user email:

1. Click **User** menu .
2. From the dropdown menu, select **Manage Users**.
3. Select the user (that you want to change the email).
4. From the  **More** menu, click **Change User Email**.
The New Email Address dialog appears.
5. Fill in the new email address.
6. Click **Accept**.
Or, click **Cancel** to return to the User Details page.

Resend Invitation

The Resend Invitation option only appears if a user has not accepted an invitation.

To invite users from the Users Details page:

1. Click **User** menu .
2. From the dropdown menu, select **Manage Users**.
3. Select the desired user.
4. From the dropdown menu, select **Resend Invitation**.

Note • The SMTP server must be configured in order to send out invites.

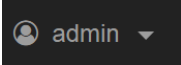

The Operation Log (upon refresh) will display the status of the resent invitation.

Reset Password

This page allows the administrator to reset the user's password from the User Details Page.

Note • The user will receive an email from the administrator with a link to change his password.

To reset the user password from the User Details Page:

1. Click **User** menu .
2. From the dropdown menu, select **Manage Users**.
3. Select a single user and click anywhere in the cell.
The User Details Page appears.
4. From the  **More** menu, click **Reset Password**.
The Reset password dialog appears.

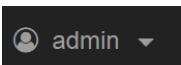

Note • Resetting the password will also invalidate all active sessions

5. Click **Reset Password**.
Or, click **Cancel** to return to the User Details page.

Deactivate User

This allows the administrator to disable Local users from the User Details Page.

To deactivate a user:

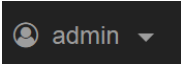

1. Click **User** menu .
2. From the dropdown menu, select **Manage Users**.
3. Select user to deactivate.
4. Click the  **More** menu.
5. Select **Deactivate User**.
The Deactivate User dialog appears.
6. Click **Deactivate** to disable the selected user.
Or, click **Cancel** to return to the User Details page.

Activate User

This allows the administrator to reinstate the user.

Note • This action is only available for users that have been deactivated.

To activate a user:

1. Click **User** menu .
2. From the dropdown menu, select **Manage Users**.
3. Select user to be activated.
4. From the  **More** menu, select **Activate User**.
The Activate User dialog appears.
5. Click **Activate** to reinstate the selected user.

Note • The user will receive an email from the administrator with a link to change his password and be reactivated.

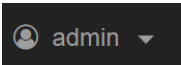
Or, click **Cancel** to return to the User Details page.

Configuration

This page allows the administrator to configure WebLink settings for printers, SSL settings, SMTP settings, Operation Log retention policy, Analytics and Usage settings, and Beta Features.

Note • If the server SSL certificate is upgraded to a SHA-256 based certificate, the printer firmware must be Vxx.20.1Z or newer.

To configure settings from the User menu:

1. Click **User** menu .
2. From the dropdown menu, select **Configuration**.
The Configuration dialog page appears.
3. Scroll to the appropriate section and fill in the required fields.
For more detailed information on each section, see the list under [What can I do?](#)
4. Click **Save** in each of the sections to keep your settings.
Or, click **Cancel**.

What can I do?

Listed below are the other actions available on this page.

- [Weblink Settings for Printer Configuration](#)
- [SSL Settings](#)
- [SMTP Settings](#)

- [Proxy Settings](#)
- [Operation Log Retention Policy](#)
- [Analytics and Usage Settings](#) will enable or disable the gathering and sharing of PPME application and printer analytics with Zebra.
- [Beta Features](#) will enable or disable Battery Monitoring. The Give Feedback button allows you to provide feedback to Zebra via email.

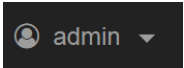
Weblink for Printer Connections

Weblink settings are used when a printer is added to the server. They must match the values when used during server setup. If they are wrong, your printers will not be able to connect.

- Hostname: fully-qualified network name of the server hosting PPME.
- Port: the way a client program specifies a particular server program on a computer in a network.
- Weblink URL: this is the address the printer will connect to for this connection.
- Backup
- Restore
- DNS Server List
- DNS Domain Name
- Proxy: the URL of any required proxy server. If you have a proxy server, you may set that up here.
- Authentication Server: field used to set up proxy credentials
- Username: field used to set up proxy credentials
- Password: field used to set up proxy credentials
- Download Troubleshooting Information

Weblink for Printer Connections

To change Connections:

1. Click **User** menu .
2. From the dropdown menu, select **Configuration**.
The Configuration dialog page appears.
3. For **Weblink Settings for Printer Connections**, fill in the fields to set up your server. (This is the server to which your printers will connect.)
4. Enter the Hostname.
5. Select one of the connection types based on the printers to be connected:

Advanced Printer Connections & Certificates

Uses SHA-2 or later certificates for:

Label printers running Link-OS v5 and later

Card printers running Link-OS v1 and later

1. Enter the **Weblink URL**.
2. Click the **Edit** icon.
 - a. Fill in the **Server Certificate** name or click the folder icon to locate and select a saved server certificate.
 - b. Enter the **Server Certificate Password**. You may click the eye icon to show or hide the password.
 - c. (Optional) Enter the **Server Trust Certificate** or click the folder icon to locate and select a saved server trust certificate.
 - d. (Optional) Enter the **Printer Certificate** or click the folder icon to locate and select a saved printer certificate.
 - e. Enter the **Printer Certificate Password**. You may click the eye icon to show or hide the password.
 - f. (Optional) Enter the **Printer Trust Certificate** or click the folder icon to locate and select a saved printer trust certificate.
 - g. Enter the **Port** number.
3. Click **Generate Certificates**, if desired.
4. Click **Save** to keep your settings.

Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

Basic Printer Connections & Certificates

Uses SHA-1 or later certificates for:

Label printers running Link-OS v4 and earlier

1. Enter the **Weblink URL**.
2. Click the **Edit** icon.
 - a. Enter the **Printer Certificate** or click the folder icon to locate and select a saved printer certificate.
 - b. Enter the **Printer Certificate Password**. You may click the eye icon to show or hide the password.
 - c. Enter the **Port** number.

3. Click **Generate Certificates**, if desired.
4. Click **Save** to keep your settings.
Or, click **Cancel** to exit. You will remain on the Configuration dialog page.
6. Click **Save** to keep your Weblink for Printer Connections settings and certificates.
Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

All Connection Settings and Certificates

To backup all connection settings and certificates:

1. Click the **Backup** button.
The Backup All Connection Settings and Certificates dialog opens.
2. Enter the **Backup Archive Password**. You may click the eye icon to show or hide the password.
3. Click **Backup**.
Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

To restore all connection settings and certificates:

1. Click the **Restore** button.
2. Navigate to your saved settings and certificates file. Click **Open** to continue or **Cancel** to return to the Configuration dialog page.
The Restore All Connection Settings and Certificates dialog opens.
3. Enter the **Backup Archive Password**. You may click the eye icon to show or hide the password.
4. Click **Restore** and click **Proceed** to continue.
Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

DNS Server List, DNS Domain Name, Proxy and Authentication

To add a DNS Server List, DNS Domain Name, Proxy and Authentication:

1. Enter the **DNS Server List**.
This is a space-delimited list that will be used by the printers to resolve the server DNS name.
2. Enter the **DNS Domain Name**.


Note • Whitespace is not allowed.

3. (Optional) Enter the **Proxy URL**.
This value is a string and whitespace is not allowed.

Note • For a proxy server, you must use basic authentication.

User Menu

4. Enter the **Authentication Server** address.
5. Enter the Authentication **Username** .
6. Enter the Authentication **Password**. You may click the eye icon to show or hide the password.

The  trashcan icon will delete the associated authentication entry.

[Download Troubleshooting Information](#)

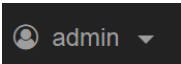

7. If you need to download troubleshooting information, click .
8. Click **Save** to keep your settings.
Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

UI SSL Settings

Update the User Interface and Printer Weblink Certificates. Uploading an invalid certificate may cause Printer Profile Manager Enterprise to become inoperable.

- UI Certificate: User Interface certificate is used for Secure Socket Layer (SSL) connections via web browsers.

To change UI SSL Settings:

1. Click **User** menu .
2. From the dropdown menu, select **Configuration**.
The Configuration dialog page appears.
3. Scroll down to **UI SSL Settings**.
4. Click .
5. On the Update Certificate Details dialog, fill in the fields to set up the user interface certificate. These fields include:
 - a. Company
 - b. Department
 - c. Address
 - d. City
 - e. State
 - f. Country
 - g. Postal Code
 - h. Email Address

- i. Phone Number
 - j. Server Name (Fully Qualified Domain Name)
6. Click **Update** to keep your settings and create the UI certificate.
Or, click **Cancel** to exit without saving and return to the Configuration page.
7. Enter the **UI Certificate** name or click **Generate** to create the certificate.
8. If you have a saved certificate, click **Import**.
(An external certificate may be a locally saved copy from a previous installation or a certificate signed by your own CA.)
9. Enter the **Port** number.
10. If you imported your certificate, enter the **UI Certificate Password**. You may click the eye icon to show or hide the password.

To change the UI Certificate

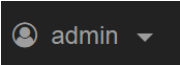
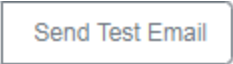
1. For the UI Certificate, browse to the file by clicking on the + sign.
2. Set the Port to <XXX> for the UI Certificate field.
3. Enter the password. Click the eye icon to show or hide the password.
4. Click **Generate** to create the new self-signed UI Certificate.
Or, click **Upload** to upload an external certificate.
(An external certificate may be a locally saved copy from a previous installation or a certificate signed by your own CA.)

SMTP Settings

Update the SMTP settings to send registration and license notifications.

- Host IP address
- Port
- Username
- Password
- From Address - email address
- Test Email Address
- Enable SSL
- Require Authentication

To change SMTP Settings:

1. Click **User** menu .
2. From the dropdown menu, select **Configuration**.
The Configuration dialog page appears.
3. Scroll down to **SMTP Settings**.
4. Enter the IP address for your **Host**.
5. Enter the **Port** number.
6. Enter the **Username**.
7. Enter the **Password**. Click the eye icon to show or hide the password.
8. Enter the **From Address**. This is an email address.
9. Enter your **Test Email Address**.
10. To check your SMTP settings, click .
11. If you want to use Secure Socket Layer (SSL), check **Enable SSL**.
12. If you want to use Authentication, check **Require Authentication**.
13. Click **Save** to keep your settings.
Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

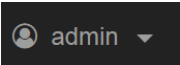
Proxy Settings

Update the proxy settings to be used to connect to the licensing server.

- Host
- Port
- Username
- Password
- Test Proxy Settings

To change Proxy Settings:

Note • For a proxy server, you must use basic authentication.

1. Click **User** menu .
2. From the dropdown menu, select **Configuration**.

The Configuration dialog page appears.

3. Scroll down to **Proxy Settings**.
4. Enter your **Host**.
5. Enter the **Port** number.
6. Enter the **Username**.
7. Enter the **Password**. Click the eye icon to show or hide the password.

8. To check your proxy settings, click .

9. To delete all the information in the Proxy Settings, click .

10. Click **Save** to keep your settings.

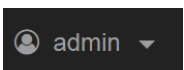
Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

Operation Log Retention Policy

Update the retention policy for PPME operation logs.

- Days to Retain Logs
- Retention Mode

To change Operation Log Retention Policy Settings:

1. Click **User** menu .
2. From the dropdown menu, select **Configuration**.
The Configuration dialog page appears.
3. Scroll down to **Operation Log Retention Policy**.
4. Enter the number of **Days to Retain Logs**.
5. Enter the desired **Retention Mode**:
 - a. Disabled
 - b. Archive
 - c. Delete

6. To apply your new retention policy, click .

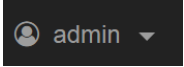
7. Click **Save** to keep your settings.

Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

Date and Time Settings

To ensure proper conversion to local time, it is recommended that you enable Use Coordinated Universal Time (UTC).

To enable UTC:

1. Click **User** menu .
2. From the dropdown menu, select **Configuration**.
The Configuration dialog page appears.
3. Scroll down to **Date and Time Settings**.
4. Click on the button to **Enable** or **Disable** to Use Coordinated Universal Time (UTC).
5. Click **Save** to keep your settings.

Or, click **Cancel** to exit. You will remain on the Configuration dialog page.

Analytics and Usage Settings

PPME allows application and printer analytics to be collected. This data gathering may be enabled or disabled.

Application Analytics

Application Analytics are application event and settings data, which are gathered and shared with Zebra, on your use of the PPME application. This information helps Zebra improve the PPME application.

Application Analytics are enabled by default.

Application Analytics collected include:

- PPME Version and Build Number
- Operating system
- RAM
- CPU
- Geographic location of server (country)
- Number of application starts
- Application analytics status (enabled/disabled)
- Application Feature Usage (only tracks if the feature is being used; no values or settings collected)
 - Tags
 - Tag ranking
 - Profiles

User Menu

- Provisioning
- Resources
- Network configuration
- Printer analytics status (enabled/disabled)
- Battery Management
- Odometer columns display
- LDAP
- System logs
- Help system
- Printer Discovery (The Discovery feature is only available on the cloud version of PPME.)
- Export CSV Printer Data
- Weblink Information (sent to printer)
- Total count of Download Troubleshooting Information

You must manually disable the analytics, if you do not wish to share them.

See [To change Analytics and Usage Settings](#) to opt out of the Application Analytics.

Printer Analytics

Printer analytics are printer event and settings data, which are gathered and shared with Zebra, on your printer usage. Sharing printer event and settings data with Zebra may help improve future printer design.

The information gathered is the same information that can be retrieved using the allconfig command. The syntax for the allconfig command: `{\"allconfig\":null}`. The allconfig report provides the current printer settings. (See the Programming Guide for additional details about the command.)

Note • To enable Battery Monitoring under Beta Features, you must first enable Printer Analytics.

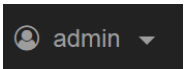
Recommended System Requirements for printer analytics = 1 TB of storage.

Printer Analytics are disabled by default.

You must manually enable the analytics, if you wish to share them.

See [To change Analytics and Usage Settings](#) to opt in to the printer analytics.

To change Analytics and Usage Settings

1. Click **User** menu .
2. From the dropdown menu, select **Configuration**.

The Configuration dialog page appears.

3. Scroll down to **Analytics and Usage Settings**.
4. Click on the button to **Enable** or **Disable** the following:
 - a. Gather Application Analytics
 - b. Gather Printer Analytics
5. Click **Save** to keep your settings.
Or, click **Cancel**.

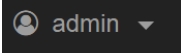
Beta Features

Beta Features test new, experimental functionality. PPME version 2.1 provides the ability to monitor your printer's battery.

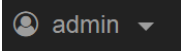

Recommended System Requirements for analytics = 1 TB of storage.

Note • To enable Battery Monitoring under Beta Features, you must first enable Printer Analytics. See [Analytics and Usage Settings](#) to change the Printer Analytics setting.

To see the battery monitoring tab and statistics:

1. Click **User** menu .
2. From the dropdown menu, select **Configuration**.
The Configuration dialog page appears.
3. Scroll down to Beta Features.
4. Click on the button to **Enable** or **Disable** for Battery Monitoring.
5. Click **Save** to keep your settings.
Or, click **Cancel**.

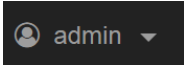
To provide feedback:

1. Click **User** menu .
2. From the dropdown menu, select **Configuration**.
The Configuration dialog page appears.
3. Scroll down to **Beta Features**.
4. Click **Give Feedback**  to open an email to Zebra.
5. Answer the questions provided and press **Send**.

Static IP Addresses

When using Static IP addresses in your network configurations, the printers must have a pre-defined IP address. Before you can assign static IP addresses, you must have a network configuration set up.

To assign, view, and delete static IP addresses:

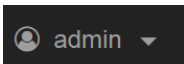
1. Click **User** menu .
2. From the dropdown menu, select **Static IP Addresses**.
The Assign Static IP Addresses to Printers dialog opens.
3. Enter a static IP address for a printer or search for the printer.
4. Press **Enter** to assign the IP address to the printer.
Click the trash can to clear the IP address field.

It is a table of IP addresses. If you apply a network configuration with static addressing, it will look here to see if the current printer is in the table and will use the IP address it is assigned to when configuring.

System Log

This page allows the administrator to view the system log.

To view the system log:

1. Click **User** menu .
2. From the dropdown menu, select **System Log**.
The system operation log is listed.

License

This page allows the administrator to set up, change, and move the license, and view its status.

Standard Configuration

The standard PPME license currently has the following limits:

User Menu

- License check interval: 24 hours
- Maximum printer count: Dependent on license purchased

Note • You may add more printers than the license count limit, however, only the number of printers specified by your license (maximum printer count) can connect at a time.

For perpetual licenses (those that never expire), your login screen will read, "N/A" rather than the standard line, "License expires in N days".



Best Practice

- It is recommended that the PPME server should not have any other licensed software installed on it. Specifically, this license should be the only Nalpeiron license installed.

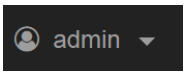
Setup

For the PPME licensing system to work, the server must have outgoing ports 80 and 443 open to the Internet, and must be able to reach my.nalpeiron.com and zebra.com.

Note • If the server is unable to access the above web site, the server will revert to an unlicensed status.

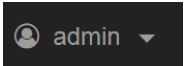
To Enter a New License Code:

If a customer wants to enter a new license code before it expires for whatever reason, this can be done from the main license page.

1. Click **User** menu .
2. From the dropdown menu, select **License**.
3. Locate the License Code field with the lock icon.
4. Click the lock icon to allow editing, and enter the new code there.
5. Click the lock icon once again to save and activate the new license code.

Viewing a License

All relevant license information can be viewed on the main license page, which can be accessed from the **User** menu.

1. Click **User** menu .
2. From the dropdown menu, select **License**.

Effects of License Limits

License Check Interval - If the licensing server is not contacted within the license check interval, the license will be considered expired. This means PPME will continue to require access to the my.nalpeiron.com even after installation.

Printer Count - When the maximum printer count is reached, further connection attempts from printers will be denied. All PPME admins will receive an e-mail notification.

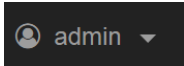
License Period - Upon license expiration, the following will occur:

- All user sessions will be closed (users will be logged out).
- All provisioning items will be suspended.
- All pending user invites will be reset. (Admin may resend new invitations.)
- Admins will receive a notification e-mail.

Note • If your license expires, you must activate a new one. Don't forget to **Resume All** provisioning items.

To Move an Installation of PPME:

If a customer is moving an installation of PPME to a new server, they may want to reuse the same license code.

1. Navigate to the main licensing page from the **User** menu .
2. Choose **Release** (beside **License Code**) and confirm.

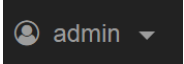
Caution: This will log the user out of the application and make it unusable until a valid license is entered.

The license code will be returned to the server and allow it to be used on another server without going over the activation limit.

About

The page contains an About section displaying the Link-OS Printer Profile Manager Enterprise version, the date and time of when the server was started, Zebra copyright, and links to zebra.com as well as the associated Open Source Usage legal notice. Other system information available on this page includes the database size, Elasticsearch, and log directories.

To view the About page:

1. Click **User** menu .
2. From the dropdown menu, select **About**.

The About dialog opens to show the current PPME version, and provides a link to the Open Source Usage.

GLOSSARY

A

application analytics

printer event and settings data, which are gathered and shared with Zebra, on your use of the PPME application. This information helps Zebra improve the PPME application. Application Analytics are enabled by default.

authentication server name

field used to set up proxy credentials

auto-sign

NDES & SCEP can be configured to automatically sign the certificate signing request

B

basic authentication

a simple authentication scheme built into the HTTP protocol. The client sends an HTTP request with the Authorization header that contains the word Basic followed by a space and a base64-encoded string <username:password>.

battery monitoring

a beta feature, which checks the status and health of your printer's battery

beta features

Beta Features test new, experimental functionality. For this release, PPME provides the ability to monitor your printer's battery.

C

certificate

consists of public information identifying the device and a set of public and private keys used for encrypted communication.

Certificate Authority (CA)

A trusted entity that issues digital certificates, which are data files used to cryptographically link an entity with a public key. Often, a digital certificate contains an expiration date for the certificate and information about the CA.

Certificate Management Item (CMI)

the system in Printer Profile Manager Enterprise that controls the distribution of a certificate to printers on a user-defined schedule

Certificate Signing Request (CSR)

a standardized format to send to a CA server, which then provides a signed certificate.

challenge password

is a password which is required to sign a certificate

configuration page

allows you to configure how Printer Profile Manager Enterprise communicates with printers

Coordinated Universal Time (UTC)

the name and abbreviation used to standardize time and clocks across the world (UT0, UT1, UT2, etc.) and follows the time zone names in all languages. Formerly known as Greenwich Mean Time.

D

days before expiring

timeframe during which a certificate must be updated

DNS name

fully-qualified network name of the server hosting PPME

E

Encryption Algorithm (and Key Size/Curve)

specifies how the certificate should be encrypted

L

LDAP

means Lightweight Direct Access Protocol. Used in Single Sign-On systems to control access to files, and printers in a network.

M

message digest

size of the certificate's digital signature.

N

NDES (Network Device Enrollment Service)

a security feature in Windows operating versions. NDES provides and manages certificates used to authenticate traffic and implement secure network communication with devices that might not otherwise possess valid domain credentials.

network configuration

a user defined group of configuration settings for the printer's networking connectivity

O

object

files that are stored on a printer's internal memory. These may include firmware, fonts, graphics, templates/formats, certificates, and other file types. Objects included in a profile will be stored in a printer's memory when the profile is applied. Objects differ from resources in that they are stored on the printer. Resources are stored on the server.

operation log

displays any activity performed on a printer and identifies errors and warnings

P

password

field used to set up proxy credentials

PPME

abbreviation for Printer Profile Manager Enterprise

printer analytics

printer event and settings data, which are gathered and shared with Zebra, on your printer usage information. Printer Analytics are disabled by default.

profile

a snapshot of a printer's settings, objects, and firmware

profile listing

contains information such as name, create date, and description with an image of the printer

provisioning event

the system in Printer Profile Manager Enterprise that controls the distribution of Profiles or Certificates to printers on a user defined schedule

proxy

the URL of any required proxy server

R

resources

any file, such as graphics, firmware or fonts, stored on the server

S

SCEP (Simple Certificate Enrollment Protocol)

a standard certificate signing protocol implemented by many certificate authority servers

servlet path

the path of the Zebra servlet without the host name

Set/Get/Do (SGD)

is a method to access printer settings and configurations. For more information, see the Programmer's Guide.

SHA

Secure Hash Algorithm (SHA)

SHA-1 printer certificate

is a Zebra-signed certificate used for printer communication. Note: Take this from Config-2- UI SSL Settings

system log

contains events that are logged by the operating system. System log files may contain information about printer changes, system changes, events, operations, and more.

T

tags

a custom label used to identify and group your devices

U

UI Certificate

User Interface (UI) certificate is used for Secure Socket Layer (SSL) connections via web browsers.

user

A user can be set up as an admin, technician, or user role. Each role has specific functions and permissions within PPME.

user name

field used to set up proxy credentials

W

WebLink settings

sent to a Link-OS printer when configuring it for use with PPME

whole URL

the computed URL to which printers establish a WebLink connection

WLAN certificate management

adding a WLAN certificate to a network configuration for later distribution to a printer

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