How to Validate IP Address and Serial Number

Please use the resources below to validate IP Addresses, location numbers and serial numbers.

How to find the serial number on a Lexmark printer<--Link

How to find IP Address on a networked Lexmark printer

On printers networked printer with a Touchscreen, you can find the IP Address on the screen here:

Verifying User Provided Data

Once the user provides the IP Address or serial Number, you can verify within Service Now, by accessing the CMDB list here: Printers Service Now CMDB

You can search in the below fields to validate user provided data:

Name: for Location number

IP Address: Used to validate IP Address or search by subnet for multiple printers

Serial Number

Model ID