

# Avery Dennison Printer Management

VMware Workspace ONE UEM 1903



vmware®

You can find the most up-to-date technical documentation on the VMware website at:

<https://docs.vmware.com/>

If you have comments about this documentation, submit your feedback to

[docfeedback@vmware.com](mailto:docfeedback@vmware.com)

**VMware, Inc.**  
3401 Hillview Ave.  
Palo Alto, CA 94304  
[www.vmware.com](http://www.vmware.com)

Copyright © 2019 VMware, Inc. All rights reserved. [Copyright and trademark information.](#)

# Contents

<b>1</b>	<b>Introduction to Workspace ONE UEM for Avery Dennison Printers</b>	<b>4</b>
	Requirements	4
<b>2</b>	<b>Avery Dennison Printer Setup</b>	<b>6</b>
	AirWatch Connector's Discovery	8
	Configure Wireless Connection	10
<b>3</b>	<b>Avery Dennison Printer Management</b>	<b>11</b>
	Upload an Avery Dennison Printer File	12

# Introduction to Workspace ONE UEM for Avery Dennison Printers

1

## Overview

Workspace ONE UEM can integrate with Avery Dennison printers and manage them in both SaaS and on-premises environments using the UEM console.

The UEM console contains a dedicated Printer Management dashboard that displays printer-specific information such as profile configurations and current device status (battery life, friendly name, last check-in time, and so on).

---

**Note** This guide assumes basic familiarity with Avery Dennison printer and print server functionality and configuration. If you determine you require additional assistance, please refer to the applicable Avery Dennison product documentation or contact Workspace ONE Support.

---

## Requirements

Following are the requirements to integrate Workspace ONE UEM with the Avery Dennison print server and to manage the printers from the UEM console.

### Supported Device

Avery Dennison Printer 9485

### Server Requirements

You can install the Avery Dennison print server on the Workspace ONE UEM server or any other server that can communicate with the Workspace ONE UEM server. The best practice is to install on the Workspace ONE UEM server.

### Software Requirements

- Windows Server 2008 and above or Windows Server R2 (32-bit or 64-bit)
- Avery AirWatch Connector
- Avery Mobile Label Printer Utility v2.10 downloaded from [Avery Dennison website](#)
- Java Runtime version 7 or later

- Latest version of OpenSSL

## **Workspace ONE UEM Requirements**

- Workspace ONE UEM console 9.7 or later
- One organization group configured in the UEM console dedicated solely to Avery Dennison printer management

# Avery Dennison Printer Setup

This topic describes the Avery Dennison Printer Setup

## Integrate Workspace ONE UEM with Avery Dennison Print Server

Integrate Avery Dennison Print Server with Workspace ONE UEM by adding the print server to an organization group. Adding the print server automatically generates the HMAC token and UID that is required for connecting the print server and the UEM console.

You can enroll a print server to a parent organization group and if required move it to a child organization group using the **Change Organization Group** option in the **List View** page.

To integrate Workspace ONE UEM and Avery Dennison print server:

- 1 Navigate to **Devices > Peripherals > Settings > Server**. Ensure that the correct organization group is displayed at the top of the page.
- 2 Select **Add Print Server**.
- 3 Enter a **Friendly Name** for the print server.
- 4 Note the **HMAC Token** that was automatically generated. The HMAC Token is required as an input value for Step 7.
- 5 Select the enrollment user associated with the print server from the **User ID** drop-down menu.

---

**Note** Note that the users created in parent organization group are not available for selection in the child organization group.

---

- 6 Enter the **Service UID** or use the **Generate UID** option. The Service UID is a 16 to 36 character alphanumeric value (applicable only when manually entered by the IT admin). Note down the UID value.

**Note** Use the Avery AirWatch Connector software to create a new Avery Dennison print server for use with Workspace ONE UEM server. Workspace ONE UEM does not request installing the Avery Dennison print server and Workspace ONE UEM server on the same hardware. However, you can install both servers within the same firewall (http) or behind different firewalls (https), as per your requirement. UID and HMAC are unique for a user and the related print server and they cannot be interchanged with another user or print server.

- 7 In the Avery AirWatch Connector, enter the following details to get the connector registered to the UEM console:

The screenshot shows the 'AirWatch Connector' web application. On the left is a navigation menu with icons and labels for 'Registration', 'Discovery', 'Configuration', and 'Exit'. The main area is titled 'AirWatch Connector' and contains a 'Server Setup' section with the following fields:

- AW Console:
- Server UID:
- HMAC Token:
- Group:
- Endpoint:
- Vendor:
- Version:

Below these fields is a 'Register' button. Underneath the button, the 'Server Registration Date' is displayed as '08.23.2018 12:40:22'. Further down are four more fields:

- Console Server Version:
- Enrollment URL:
- Command URL:
- Alert URL:

At the bottom left of the form is a 'Load Server Information' button.

- **AW Console** – URL for Workspace ONE UEM registration endpoint.
- **Server UID** – UID to associate the connector to Workspace ONE UEM . The UID is obtained from the UEM console when adding the server (from step 6).
- **HMAC Token** – Auto-generated key used to associate connector to appropriate group in the UEM console. The token is obtained from the UEM console when adding the server (from step 4).
- **Group** – ID for the company obtained during the Workspace ONE UEM installation.
- **Endpoint** – The wake-up or check-in location for the connector.
- **Vendor** – Avery Dennison (is a hard coded value).
- **Version** – Arbitrary value used for tracking.

- 8 Select **Register** to send the values to the UEM console.

Once the Avery Connector is registered with the UEM console, the connector starts sending UDP broadcasts to the Avery Dennison printers requesting to send the information back to the connector.

The connector creates a list of printers and enrolls them into the UEM console.

Once the printers are enrolled to the UEM console, admins can utilize the ability to query printers for general information and send configuration files.

This chapter includes the following topics:


- [AirWatch Connector's Discovery](#)
- [Configure Wireless Connection](#)


## AirWatch Connector's Discovery


The Avery AirWatch Connector's Discovery screen displays the printer information and date of enrollment into the UEM console.


The Avery AirWatch Connector's Discovery screen displays the printer information and date of enrollment into the UEM console. When a configuration file is sent to the printer through the console, an update is displayed in the **Messages** column.




AirWatch Connector


  
Registration

  
Discovery

  
Configuration

  
Exit

	Printer	IP Address	Hardware Address	
1	Avery Dennison 9485 (5f9b)			



The discovery service runs every 30 seconds by default. The admin can also force run the discovery service by pressing the **F5** key on the keyboard. This action clears the current list and restarts the discovery service.

Once the printer is discovered, the connector creates a log and maintains the printers list in the **Discovery** tab. The connector then enrolls each printer with the UEM console through the endpoint returned during connector registration.

## Configure Wireless Connection

Configure a wireless connection to enable Wi-Fi settings using Avery Mobile Label Printer Utility to establish the Avery Dennison printer connection.

Configure a wireless connection to enable Wi-Fi settings using Avery Mobile Label Printer Utility to establish the Avery Dennison printer connection.

To configure a wireless connection:

- 1 Connect the USB cable from the 9485 printer to your computer and turn on the Avery Dennison printer.
- 2 Start the Avery Mobile Label Printer Utility setup wizard.
- 3 Select **Start Wi-Fi** Settings.
- 4 From the Wi-Fi Settings dialog box, select **USB** from the **Port** drop-down menu and then select **Open Port**.
- 5 (Optional) Enter the SSID, Wi-Fi Mode, Wi-Fi Encryption, Wi-Fi Authentication, and WPA Keys.
- 6 Enter a known IP address, NetMask, and Gateway or enable DHCP to automatically receive an IP address from your network.

---

**Note** If network uses a DHCP server, the printers might receive a different IP address whenever they are switched off and on.

---

- 7 Select **Save Wi-Fi Information**. The **Save Complete** screen appears.
- 8 (Optional) Select **Get Wi-Fi Information** to get the printer Wi-Fi details.
- 9 Select **OK** and then select **Close Port**.
- 10 Exit from the **Avery Mobile Label Printer Utility** setup wizard.

# Avery Dennison Printer Management

# 3

## Enrolled Avery Dennison Printer Status

Avery Dennison printers that are enrolled with Workspace ONE UEM are listed in the printer management dashboard. There are a number of functions that can be performed from the dashboard.

## Dashboard

The Printer management dashboard of the UEM console enables you to monitor and manage all enrolled Avery Dennison printers. The dashboard selections can be reviewed by navigating to **Devices > Peripherals**.

Selections	Description
<b>List View</b>	Contains a list of high-level information about your entire Avery Dennison printer deployment, including graphs depicting quantities of specific models and historic data on when printers were last seen, and a list of deployed printers, when it was last seen, its type and model, and the organization group in which it resides.
<b>Alerts</b>	This is not applicable for Avery Dennison printers.
<b>Printer Settings</b>	Provides links to printer-specific configuration dashboards where you can create and manage profiles, and upload files for deployment. You can also create and manage your Avery Dennison Print Server through the UEM console.

## Device Details

You can view the data specific to printers by selecting the device's Friendly Name from the List View. This launches the Device Details page for the printer. The Device Details page for Avery Dennison printer currently shows only General information about the printer such as the printer name, model, enrollment status, UDID and so on.

You can also perform administrative actions directly by selecting the **More** drop-down menu on the top-right of the Device Details page.

Actions	Description
<b>Device Query</b>	Returns the updated printer information available to the UEM console.
Delete Device	Unenrolls the printer and removes the data from the UEM console.

## Upload an Avery Dennison Printer File

You can deploy files over-the-air to Avery Dennison printers by pushing a .txt file that configures the printer to connect to a wireless network.

To upload a printer file on to the UEM console:

- 1 Navigate to **Devices > Peripherals > Settings > Files**.
- 2 Select **Add New File** and select **Avery Dennison**.
- 3 Select **Configure**.
- 4 Specify the **General** settings for the file deployment.
- 5 Select **File** to configure.
- 6 Select **Upload** and navigate to the printer file that is to be deployed.
- 7 Enter the **File Version** that is to be displayed in the UEM console.
- 8 Select **Save and Publish** to deploy the file.