

Datamax-O'Neil Printer Management

VMware Workspace ONE UEM 1909



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

VMware, Inc.
3401 Hillview Ave.
Palo Alto, CA 94304
www.vmware.com

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

Contents

| | | |
|----------|--|----------|
| 1 | Introduction to Datamax-O'Neil Printer Management | 4 |
| | Supported Devices & Requirements | 4 |
| 2 | Printer Server Integration | 6 |
| | Install the Print Server (NETira-CA Software) | 6 |
| | Configure the Print Server | 7 |
| 3 | Printers Management | 9 |
| | Create Printer Profiles | 9 |
| | Upload a Datamax-O'Neil Printer File | 10 |
| | Enrolled Datamax-O'Neil Printers' Status | 11 |
| | Configure Printer Sample Schedule | 12 |
| | View Printer Alerts | 12 |
| | Configure Sample Schedule | 14 |
| | Troubleshoot Printer Issues | 15 |

Introduction to Datamax-O'Neil Printer Management

1

Configure and manage Datamax printers with Workspace ONE UEM powered by AirWatch using Datamax's NET-ira CA software.

Overview

Datamax's NET-ira CA software communicates with the Datamax printers within a customer's network.

You can enroll Datamax printers to send commands to the printers. Enrollment is initiated from NETira-CA and once Workspace ONE UEM receives the enrollment request from NETira-CA, it displays the printer's record on the UEM console along with all the details of the printer grouped in different tabs on the Device Details page.

This chapter includes the following topics:

- [Supported Devices & Requirements](#)

Supported Devices & Requirements

Workspace ONE UEM Mobile Device Management (MDM) solution supports a number of Datamax-O'Neil printers. To integrate Workspace ONE UEM with the Datamax-O'Neil print server, it is essential to meet the necessary requirements.

Supported Devices

Workspace ONE UEM supports the following Datamax-O'Neil printers:

- RL3 (firmware version 8.05_0051 or newer)
- RL4 (firmware version 8.05_0051 or newer)
- RL3e (firmware version 18.05_0051 or newer)
- RL4e (firmware version 18.05_0051 or newer)
- LP3e

Requirements

There are three sets of requirements that needs to be met before integrating Workspace ONE UEM and Datamax-O'Neil printers.

Server Requirements

You can install the Datamax-O'Neil print server on a Workspace ONE UEM server or any other server that can communicate with a Workspace ONE UEM server.

Software Requirements

In addition to Windows Server 2008, the overall system is comprised of three programs: Workspace ONE UEM, NETira-CA and NETira-CT.

- Windows Server 2008 or R2
- Workspace ONE UEM 8.0 or greater
 - Subscription to Workspace ONE UEM services and all related information:
 - Workspace ONE UEM customer number
 - Login Screen URL
 - Username & password
 - Printer Server Registration URL
- Datamax-O'Neil NETira-CA software
 - Public-facing IP address of server hosting NETira-CA
- Datamax-O'Neil NETira-CT software

NETira-CA and Workspace ONE UEM work together to send commands to the Datamax printers, and in turn receive input from the printers. In short, they work together to manage the Datamax printers. In this case, the NET-ira CA functions as the print server between the UEM console and the Datamax printers.

Through the UEM console, you can view details, troubleshoot, configure, and monitor enrolled Datamax printers.

Device Firmware Requirements

- Firmware versions vary based on model

Printer Server Integration

This topic provides information about the addition of a print server in Workspace One UEM.

Add a Print Server in Workspace ONE UEM

The print server must be added in the UEM console.

To add a print server in the UEM console:

- 1 Launch your browser and navigate to Workspace ONE UEM environment URL.
- 2 Login to the UEM console using the SSO credentials.
- 3 Ensure that the correct Organization Group is displayed at the top of the console page.
- 4 Navigate to **Devices > Printers > Printer Settings > Print Server** and select **Add Print Server**. The **Add Print Server** page displays.
- 5 Complete the fields mentioned in the following table and select **Save**.

| Fields | Description |
|----------------------|---|
| Friendly Name | Choose a meaningful name to identify the Datamax print server. |
| HMAC Token | Add this 32-character alphanumeric value. The UEM console randomly generates this token. This token enables all subsequent requests from the print server to be HMAC signed. Select the entire 32-character string and copy it to the clipboard (Ctrl+C). |
| User ID | This field contains the user ID or username associated with a print server on the console. Printers subsequently enrolled to the print server have this username associated with them. |
| Service UID | Enter the Service UID or select Generate UID . The service UID is expected to be between 16 to 36 character long alphanumeric value. Once you enter the Service UID in the UEM console, copy the same to the relevant field in the configuration page. |

This chapter includes the following topics:

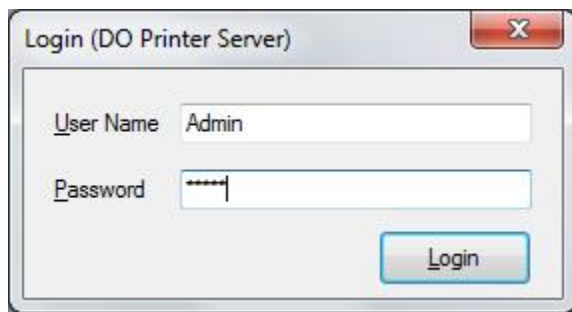
- [Install the Print Server \(NETira-CA Software\)](#)
- [Configure the Print Server](#)

Install the Print Server (NETira-CA Software)

Installing the print server is the most important step in establishing a link between Workspace ONE UEM and the printer. Installation of the print server can be accomplished from the Datamax-O'Neil website.

To install the print server:

- 1 Navigate to Datamax-O'Neil website by selecting www.datamax-oneil.com.
- 2 Select **Support & Downloads > Downloads & Drivers**.
- 3 From the drop-down menu, select your product and then select **RL4e**.
- 4 Under **Software & Tools**, select **Utility** and download NETira-CA_Setup.msi.
- 5 Once the file is downloaded, execute the downloaded NETira-CA_Setup.msi file and install the print server.
- 6 After completion, an icon labeled **NETira-CA** appears on the desktop.
- 7 Run this program to load it in the System Tray. Now, double-click the icon in the System Tray to login to the **Datamax-O'Neil Printer Server**.



- 1 In the **User Name** field, enter **Admin**. In the **Password** field, enter **adm1n** and select **Login**.

Configure the Print Server

After logging into the print server, the **NETira Connect for AirWatch (Configuration)** screen displays.

NETira Connect for AirWatch (Configuration) - ADMIN

Print Server Configuration

Print Server UID: f84beaa4-dec2-4bfd-a11b-a91d6abf7e67

AirWatch Notify Point: http://airwatchdops.com:9090/aw-notify

Certificate file: NETira-CA.pfx

Normal Port: 9090

Secure Port: 10000

Group ID: DATAMAXONEIL

Print Server Version: 1.0.1.8

AirWatch Server Configuration

HMAC Key: ab8afb32-4b40-4e86-b1c9-323cfab005b0

Registration URL: https://apidev-ds.awmdm.com/deviceservices/v1/register

Enrollment URL:

Command URL:

Alert URL:

AirWatch Version: { Please register the server }

Other Settings

Maximum Number of Enrollable Printers: 1000

Current Number of Enrolled Printers: 0

☐ Enable Logging ☐ Enable Data Logging

View Activity Logs

Buttons: Refresh, Save Data, Stop Server, Register Server, Change Password, Manage Users, Manage Printers

To configure the print server:

- 1 Click once in the empty **HMAC Key** field and paste the contents of the clipboard.
- 2 Complete the **Registration URL** field by appending /deviceservices/peripheralservice/v1/register/ to the URL found by navigating to **Groups & Settings > All Settings > System > Advanced > Site URLs > Device Services URL** (minus 'DeviceServices' at the end).
- 3 In the **AirWatch Notify Point** field, enter the **DNS name** associated with a signed certificate. Follow the DNS name with a colon and the appropriate port number followed by /aw-notify. Example: http://airwatchdops.com:9090/aw-notify.
- 4 In the **Group ID** field, enter the group ID used while registering the print server in Workspace ONE UEM.
- 5 Select the "..." option to the right of the **Certificate file** field to browse for the .pfx file you created earlier.
- 6 Navigate to and select the .pfx file from the certificate folder on your desktop and select **Open**.
- 7 The .pfx file gets listed in the box next to the **Certificate file** field.
- 8 Select the contents of the **Print Server UID** field and copy the entire string to the clipboard and select **Register Server**.

Printers Management

Printer Profiles

Profiles are settings that consists of one or more payloads that you can configure in the Workspace ONE UEM console and deploy it to enrolled devices, Datamax - O' Neil Printers in this case.

To create a printer profile. you must first configure the General settings for the profile. and then configure any of the following payloads:

- Media Label
- Print Control
- System Settings
- Auto Update
- General Network
- RS232
- Wi-Fi
- Miscellaneous
- Bluetooth
- Custom Settings


This chapter includes the following topics:

- [Create Printer Profiles](#)
- [Upload a Datamax-O'Neil Printer File](#)
- [Enrolled Datamax-O' Neil Printers' Status](#)
- [View Printer Alerts](#)
- [Configure Sample Schedule](#)
- [Troubleshoot Printer Issues](#)

Create Printer Profiles

Create printer profiles containing the printer attributes and settings from the UEM console and push it to devices. You can also create multiple profiles as required.

To create printer profiles:

- 1 Log into the UEM console.
- 2 Navigate to **Devices > Printers > Printer Settings > Printer Profiles**.
- 3 Select **Add Profile** to add a new printer profile.
- 4 Select **DataMax-O'Neil**.
- 5 You will be redirected to the **General** tab of the **Add Profile** screen. Enter **Name** and **Description** of the printer profile in the respective fields.
- 6 For **Assignment Type**, select from the two choices from the drop-down menu.
 - **Auto** – The profile is sent automatically to the printers within the Assigned Smart Groups. For more information on Smart Groups, please refer to the **VMware Workspace ONE UEM Mobile Device Management Guide**.
 - **Optional** – The profile is assigned to the selected smart groups but it must be manually pushed to the groups by the IT admin. To manually push the profiles:
 - 1 Navigate to **Devices > Printer Settings > Printer Profiles**.
 - 2 Select the  icon of the profile that must be manually pushed.
 - 3 From the **View Devices** screen displays, select **Install Profile**.
- 7 Different payloads relevant to the Datamax-O'Neil printers appear on the left-side of the screen.
- 8 When you have completed entering the desired fields in the profile category, select **Save & Publish**.


Note Until Workspace ONE UEM receives acknowledgment from the print server that a print profile has been installed for a particular printer ID, the profile will be in the 'Pending Install' state for that device. Once acknowledgment is received for a particular printer, the status changes to 'Installed' for the specified printer with the appearance of a green check mark.

Upload a Datamax-O'Neil Printer File

Workspace ONE UEM enables you to deploy files over-the-air to Datamax-O'Neil printers.

To upload a Datamax-O'Neil printer file:

- 1 Download and install the D-O Package Builder from the Datamax-O'Neil website. This helps in creating packages that can be pushed through Workspace ONE UEM to certain assigned printers. The D-O Package Builder creates a .zip file of the files selected for the printer file. Rename the .zip file extension to .dat, as the AirWatch Printer File uploader does not recognize .zip files.
- 2 In the UEM console, navigate to **Devices > Printers > Printer Settings > Printer Files**. Select **Add New File**.
- 3 Select **Datamax-O'Neil**.
- 4 Fill all the fields on the **Add New File** page.

- 5 Enter a name in the **Name** field. This name is not necessarily the name of the file being uploaded, but rather the name of the printer file profile that can be assigned selectively.
- 6 Provide a meaningful **Description** for the printer file profile.
- 7 Under **Assignment Type**, select either **Auto** or **Optional**.
- 8 Select the desired **Assigned Smart Groups**.
- 9 Select **File** and then select **Configure**.
- 10 Select **Upload** to choose the file package you want to include in the printer file profile.
- 11 Enter the **File Version** that needs to be displayed in the UEM console.
- 12 Select **Save** to save the file or select **Save and Publish** to deploy the file. Screen shows a list of the printers installed in the selected Smart Groups that receives the new files with a status of **Added**.
- 13 Select **Publish** to finalize the changes. If necessary, republish the required profile.
- 14 The screen now returns to the list of the printer files. If a file is labeled **Optional** to install and you want to install it, select the  icon next to the desired file.
- 15 Click the arrow down circle option to install the files. The LCD screen on the printer shows the progress or status of the installation and the file status in the UEM console is labeled as **Installed** upon completion.

Enrolled Datamax-O'Neil Printers' Status

Printers List View page of the UEM console enables you to monitor and manage the enrolled Datamax-O'Neil printers. You can view the list of printers by navigating to **Devices > Printers > List View**. Select the **Friendly Name** of any of the listed printers to access the **Details View**.


Select **More** from the **Details View** page to perform different administrative actions.

| Action | Description |
|----------------------------------|---|
| Query All | Retrieves all updated device details of a printer and displays it on the UEM console. |
| Soft Reset | Restarts the printer. |
| Change Organization Group | Changes the currently-assigned organization group of the printer. |
| Delete printer | Using Datamax's NETira-CA software as the intermediary, a delete command is sent to the print server which in turn removes the printer from its database and conveys the status to the UEM console. |

Configuring Sample Schedule

You can configure sample schedule in the UEM console to permit the printers to perform automated check-ins to Workspace ONE UEM at scheduled intervals. The automated check-ins help Workspace ONE UEM to manage printers effectively by getting the printer status at regular intervals. Sample Schedule is configured at Organization Group level. Increasing the check-in frequency can impact performance. You can test different schedules to understand the check-in frequency that suitable for your environment. This helps you to configure sample schedule without impacting performance.

To configure sample schedule:


- 1 Log in to the UEM console and navigate to **Settings > Devices & Users > Printers/Peripherals > Sample Schedule**.
- 2 In the Device Details Sample, select the value text box and enter a desired numerical value. You can also select  to increase or decrease the entered value.
- 3 Select the type drop-down menu and then select **minutes**, **hours**, or **days**. The option you select applies to the numerical value entered in the value text box. Sample schedule runs at the interval you set.
- 4 Select the Child Permission option as per your requirement and select **Save**.

Configure Printer Sample Schedule

You can configure sample schedule in the UEM console to permit the printers to perform automated check-ins to Workspace ONE UEM at scheduled intervals. The automated check-ins help Workspace ONE UEM to manage printers effectively by getting the printer status at regular intervals. Sample Schedule is configured at Organization Group level. Increasing the check-in frequency can impact performance. You can test different schedules to understand the check-in frequency that suitable for your environment. This helps you to configure sample schedule without impacting performance.

Procedure

- 1 Log in to the UEM console and navigate to **Settings > Devices & Users > Printers/Peripherals > Sample Schedule**.
- 2 In the Device Details Sample, select the value text box and enter a desired numerical value.

You can also select  to increase or decrease the entered value.
- 3 Select the type drop-down menu and then select **minutes**, **hours**, or **days**.

The option you select applies to the numerical value entered in the value text box. Sample schedule runs at the interval you set.
- 4 Select the Child Permission option as per your requirement and select **Save**.

View Printer Alerts

The Alerts view displays every alert and the status of each alert sent from the Datamax-O'Neil printer to the UEM console. You can navigate to **Devices > Printers > Alerts** to view generated alerts for all the printers in the organization group.

To understand how the generated alerts manifest themselves on the UEM console:

- 1 Navigate to **Devices > Printers > List View**.
- 2 Select the **Friendly Name** of the printer that you want to test.
- 3 From the **Details View**, select **More** and then **Alerts**. A list of possible alert types gets displayed with the current status of each alert for that printer.
- 4 Open the media door on the printer and leave it open. The printer must be turned on.
- 5 Press the **F5** key after 10 secs on the computer keyboard to refresh the UEM console.
- 6 In the **Alert Type** column, you should now see the "Head Open" alert with an orange triangle with an exclamation mark in the **Status** column for the printer.
- 7 Close the media door.
- 8 Press the **F5** key after 10 secs to refresh the console.
- 9 After the screen refreshes, you see the Head Open alert, but the orange triangle with an exclamation mark is replaced by a blue circle with a check mark showing that there is no longer an alert for that function. If this test is successful, you have verified that the printer is able to send alerts to the UEM console.


| Serial No. | Alert Type | Description |
|------------|----------------------|--|
| 1 | HEAD OPEN | Print-head is not locked-on position |
| 2 | HEAD TOO HOT | Print-head temperature reached above max |
| 3 | TOF FAULT | Top-of-form not found |
| 4 | PAPER OUT | Out of paper |
| 5 | VERIFIER FAULT | Verifier fault |
| 6 | ADC ERROR | A/D conversion error |
| 7 | DMA FAULTS | Dma faults |
| 8 | SW FAULT | Software faults |
| 9 | POSITION FAULT | PIP position fault |
| 10 | CLEAN PRINT HEAD | Head needs cleaning |
| 11 | BAD DOTS | Dots out after dot check |
| 12 | STOP SIGNAL | Stop signal asserted |
| 13 | RFID FAULT | RFID fault |
| 14 | CLOSE HEAD LATCH | Soft headup fault |
| 15 | MOTOR HOT | Motor temperature reached above max |
| 16 | INVALID DATA | Invalid data |
| 17 | BATTERY VOLT TOO LOW | Battery voltage too low to move paper |

| | | |
|----|--------------------|---|
| 18 | BATTERY MISSING | Battery missing |
| 19 | HEAD WARM | Print-head temperature is above the ambient temperature |
| 20 | LOW VOLTAGE | Low voltage warning |
| 21 | TPH HIGH | TPH 24v high |
| 22 | POWER DOWN | Power down |
| 23 | HEAD NEED CLEANING | Head needs cleaning |
| 24 | REWINDER FULL | Ribbon is below the fixed threshold |
| 25 | HEAD MISMATCH | Head mismatch |
| 26 | MOTOR WARM | Motor temperature is above the ambient temperature |
| 27 | MEDIA LOW | Media low sensor |
| 28 | BATTERY LOW | Battery charge low |

Configure Sample Schedule

You can configure sample schedule in the UEM console to permit the printers to perform automated check-ins to Workspace ONE UEM at scheduled intervals. The automated check-ins help Workspace ONE UEM to manage printers effectively by getting the printer status at regular intervals. Sample Schedule is configured at Organization Group level. Increasing the check-in frequency can impact performance. You can test different schedules to understand the check-in frequency that suitable for your environment. This helps you to configure sample schedule without impacting performance.

To configure sample schedule:

- 1 Log in to the UEM console and navigate to **Settings > Devices & Users > Printers/Peripherals > Sample Schedule**.
- 2 In the Device Details Sample, select the value text box and enter a desired numerical value. You can also select  to increase or decrease the entered value.
- 3 Select the type drop-down menu and then select **minutes**, **hours**, or **days**. The option you select applies to the numerical value entered in the value text box. Sample schedule runs at the interval you set.
- 4 Select the Child Permission option as per your requirement and select **Save**.


Configure Sample Schedule

You can configure sample schedule in the UEM console to permit the printers to perform automated check-ins to Workspace ONE UEM at scheduled intervals. The automated check-ins help Workspace ONE UEM to manage printers effectively by getting the printer status at regular intervals. Sample Schedule is configured at Organization Group level. Increasing the check-in frequency can impact performance. You can test different schedules to understand the check-in frequency that suitable for your environment. This helps you to configure sample schedule without impacting performance.

Procedure

- 1 Log in to the UEM console and navigate to **Settings > Devices & Users > Printers/Peripherals > Sample Schedule**.

- 2 In the Device Details Sample, select the value text box and enter a desired numerical value.

You can also select  to increase or decrease the entered value.

- 3 Select the type drop-down menu and then select **minutes**, **hours**, or **days**.

The option you select applies to the numerical value entered in the value text box.

Sample schedule runs at the interval you set.

- 4 Select the Child Permission option as per your requirement and select **Save**.

Troubleshoot Printer Issues

Various NETira-CA Registration errors and encountered HTTP status codes are given in the tables below.

NETira-CA Registration Errors

| Error Message | Cause | Action |
|---|---|--|
| Registration failed: (500) InternalServerError | Occurs when incorrect data is sent to Workspace ONE UEM from NETira-CA. | Retry registration with the correct values. |
| Registration failed: (400)Bad Request | Occurs when an incorrect server registration URL is sent to Workspace ONE UEM from NET-ira CA . | Retry registration with the correct URL. |
| Registration request failed: (403)Forbidden | <p>The HMAC key provided by Workspace ONE UEM for a particular print server has to be used in NETira-CA configuration window.</p> <p>Occurs when the Print server UID provided in the NETira-CA does not match with UID of the Print server added in Workspace ONE UEM.</p> | Provide the correct Group ID which is provided in UEM console, under Groups & Settings > Groups > Organization Groups > Organization Group Details . |

HTTP Status Codes

| Status Code | Cause |
|---------------------------|---|
| 200 Ok | Indicates that the HTTP GET or HTTP POST was successful. |
| 401 Unauthorized | Indicates that the printer either needs to authenticate with the server or that it failed to authenticate with the remote server. |
| 403 Forbidden | Indicates that the authentication was provided and is valid. However, the user does not have access to the requested resource. |
| 404 Not Found | Indicates that the remote URL provided points to an invalid location on the server. |
| 500 Internal Server Error | Indicates that the server encountered an unexpected condition that prevented it from fulfilling the request. |