

Printer Administration Utility 4.0

User's Guide

Version 2.4



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Introduction

Welcome to Sharp's Printer Administration Utility 4.0!

This software utility offers you a complete, easy-to-use solution for accessing, organizing and using devices such as printers and multi-function peripherals that are connected to your network. Once your printing devices are properly connected to your network, you can use Sharp's Printer Administration Utility 4.0 (PAU 4.0) to conveniently view their status, settings, and groupings.

This User's Guide describes how to use the basic features of PAU 4.0. PAU 4.0 can also be used with other Sharp products that might include new PAU 4.0 capabilities that are not described in this Guide. Details of these new capabilities can be found in the documentation that came with your Sharp product.

Overview

With PAU 4.0 you can:

Monitor your printing device's status and settings.

You can monitor the status and settings of all the printing devices that are connected to your network using your web browser (Internet Explorer 6.0 or Netscape 7.0).

Change your printing device's operating parameters.

You can set a limited number of your printing device's operating parameters using PAU 4.0. PAU 4.0 supports a variety of Sharp printing devices as well as other SNMP/Printer-MIB capable printers. Note that the number of parameters that can be set will vary depending on the printing device.

Organize your printing devices by groups.

You can create groups of printing devices that are connected to your network. This lets you manage your printing devices in different areas of your company with different management approaches.

Distribute printer drivers.

For Sharp printing devices, you can easily distribute their associated Printer Drivers to other end users in your company. PAU 4.0 lets you upload or remove Printer Drivers for Sharp devices that are stored in a driver database on a web server. You can then email to the end users explaining how to download and install Printer Drivers from the web server so they can start printing to Sharp printing devices.

Log events of your printing devices.

When the status of a printing device changes, PAU 4.0 creates a log file that you can view at anytime. This log file lets you monitor problems that have occurred so that you can determine patterns of failure or usage.

Create useful links related to printing.

PAU 4.0 lets you add useful links. PAU 4.0 lets you easily link to pages that are related to printing and printer services. For smaller organizations without a separate web server, PAU 4.0 supports links to other web sites or documents.

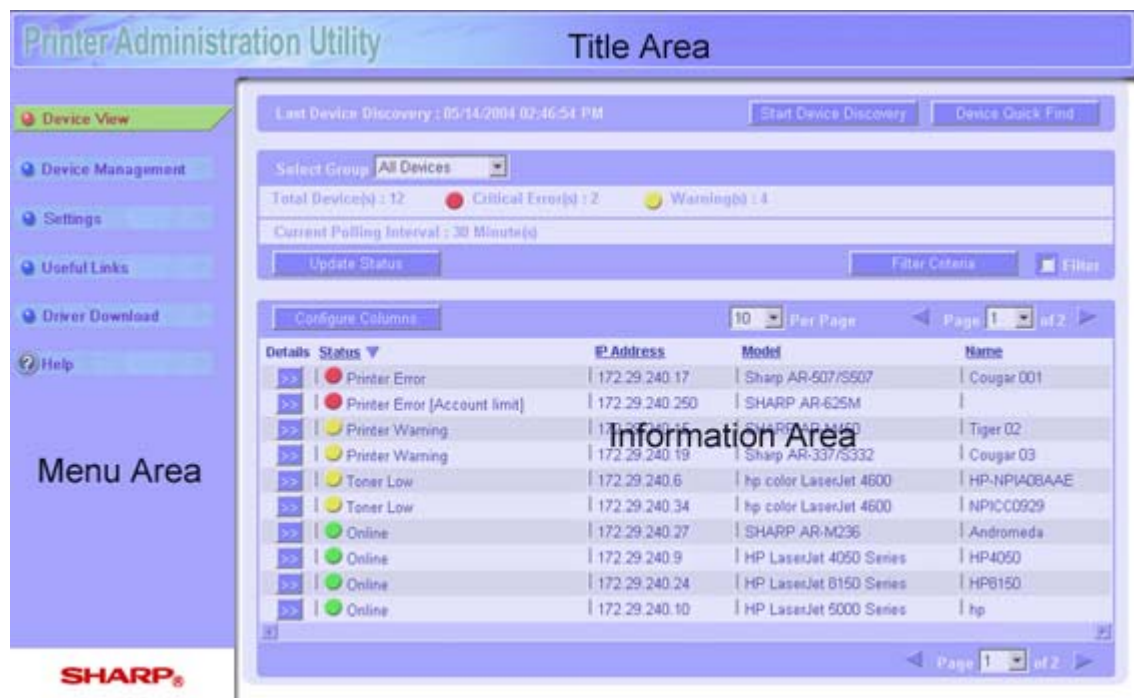
About This Guide

This User's Guide assumes that you have a basic understanding of Windows operating systems and web browsers as well as being familiar with Internet Explorer 6.0. Administration knowledge of an Internet Information Server (IIS) might also be required.

It is also assumed that you know how to operate Windows-based systems in a network environment and are able to perform basic web browsing functions like opening a link and navigating within a web site.

Basic Operation

To access PAU 4.0, enter the IP address (URL) of the web server where PAU 4.0 resides. For example, if the web server IP address is 192.168.1.102, enter <http://192.168.1.102/PAU/> into the "Address" area of your web browser. Once entered, the PAU 4.0 Device View page appears.



The PAU 4.0 Device View page contains three main areas:

Title Area

Menu Area

Information Area

Device View

The Device View page appears each time you enter the PAU 4.0 IP address (URL) and serves as the main view of PAU 4.0.

This page contains the necessary options to help you discover, update, filter, and configure printing devices that are connected to your network. Three distinctive areas make up the Device View page:

Summary information for the network discovery

Summary information for the currently selected Device Group

A list of devices contained in the currently selected Device Group. Note that the contents of the displayed device list can be controlled by both a Column and Filter option.

Printer Administration Utility

Device View

Last Device Discovery: Summary information for the network discovery Device Quick Find

Select Group: All Devices

Total Devices: 12 Critical Errors: 2 Warnings: 4

Current Polling Interval: 30 Minute(s)

Update Status Filter Criteria Filter

Configure Columns 10 Per Page Page 1 of 2

Details	Status	IP Address	Model	Name
>> [Printer Error]	Printer Error	172.29.240.17	Sharp AR-507/S507	Cougar 001
>> [Printer Error (Account limit)]	Printer Error (Account limit)	172.29.240.250	SHARP AR-625M	
>> [Printer Warning]	Printer Warning	172.29.240.15	SHARP AR-M450	Tiger 02
>> [Printer Warning]	Printer Warning	172.29.240.18	Sharp AR-337/5332	Cougar 03
>> [Toner Low]	Toner Low	172.29.240.6	hp color LaserJet 4600	HP-NPIA08AAE
>> [Toner Low]	Toner Low	172.29.240.34	hp color LaserJet 4600	NPIC0929
>> [Online]	Online	172.29.240.27	SHARP AR-M236	Andromeda
>> [Online]	Online	172.29.240.9	HP LaserJet 4050 Series	HP4050
>> [Online]	Online	172.29.240.24	HP LaserJet 5150 Series	HP5150
>> [Online]	Online	172.29.240.10	HP LaserJet 5000 Series	hp

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Select Groups

Device View displays printing devices based on the type of group you select from the Select Group option. Once selected, the Device View page displays all the printing devices that are assigned to that group. The following Default groups come pre-defined with Printer Administration Utility 4.0:

All Devices

This group contains all the printing devices that were discovered on the network from the most recent discovery. Note that this group cannot be deleted.

New Devices

This group contains all the new printing devices that were newly discovered within the previous seven days. Note that these devices remain in the New Devices group for a maximum of seven days. New Devices group exists to identify new devices that have been added to the network within the past week.

Critical Errors

This group contains all the printing devices that had critical errors at the time of the most recent Status Update.

Non-Responding

This group contains all the printing devices that did not respond after performing an

Update Status. The group is made up of devices that were previously responding, but are now not responding to Update Status requests. Note that if you have administrator privileges, you can manually delete devices from this group; however, any device removed is permanently deleted from the Printer Administration Utility 4.0 database.

To create a new group, please see the "Create Device Group" section.

Number of devices

Once you select a group for viewing, the following group summary information appears on the Device View page:

The number of devices in the group.

The number of devices that have critical errors.

The number of devices that have warnings.

Update Status

This page also displays the last time a network discovery was performed. If you have administrator privileges, you can initiate a network discovery by clicking "Start Device Discovery" button.

Using the "Update Status" button starts a status update background operation on the server. This operation refreshes the data about the devices that are already in the list of devices seen in the Device View table. This operation is relatively fast.

Using the "Start Device Discovery" button starts a network discovery background operation on the server. This operation checks the network to see if there are any new devices, and refreshes the data about new and existing devices. This operation takes longer than the "Update Status" operation.

Both Device Discovery and Status Update can be scheduled to run during off-hours.

Sorting the device list

To sort the data in each column click on the column heading text.

Background Discovery

PAU supports Background Discovery that allows uninterrupted monitoring of network devices. PAU also provides an option that lets you determine the discovery frequency that best fits your needs.

To configure the settings for Background Discovery you need to have administrator privileges.

Configure Columns

The Column Names that appear in the Device list can be added or removed using the Excluded/Included fields on this page. Simply highlight a Column Name and then click on either the left or right arrows to move it from the Excluded or Included fields.

By default, the Included Fields list always contains four columns: Status, IP Address, Model and Name. To restore these defaults at any time, click on the Restore Defaults button. You can also change the position of any of the Column Names that you want to appear in the Device View by highlighting a Column Name in the Included Fields and then by using the up or down arrows to move it to the desired position.

Once you have the desired Column Names in the Included Fields and in the appropriate positions, click on the Save button so changes immediately take effect.

You can also click on the Cancel button at any time to return to the Device View page. Note that when you click on the Cancel button, only the last saved Column Names will appear in the Device list.

Configure Discovery

This page lets you configure the discovery of MFP devices on the network using the listed discovery methods.

At any time you can delete all the MFP devices from the PAU database by clicking on the Purge Devices button. The user created group, Set strings and configured driver information can also be deleted using the Purge Devices button.

The configuration of discovery methods can impact the amount of network traffic generated. Sharp recommends that only experienced personnel be allowed to configure discovery. At installation time, the selection of the Windows security group that is allowed access to protected features determines who will be allowed to configure device discovery.

Blocked Devices

The blocked devices configuration allows you to specify IP addresses that will not be part of device discovery. This means that no network discovery traffic will be directed at the specified IP addresses during the device discovery process. You can use this feature to prevent an MFP from being discovered by PAU. You can also use this feature to prevent PAU from directing device discovery network traffic at devices that are not MFPs. You must specify the IP addresses or ranges of IP addresses to be blocked. All discovery configurations will ignore the IP addresses you specify for blocking and no devices can be discovered at those IP addresses.

Click on the Start Device Discovery button to start the discovery process.

Configure Useful Links

This page allows you to create a list of useful links. Controls that let you add new links, delete, and edit configured links are also found on this page. To add a new link to the PAU database, enter the link name and URL as it would appear on the browser in the appropriate fields and then click on the Add button.

Create Device Group

Enter a Device Group name that you want to create.

Delete Device Group

Delete the Device Group(s) that were previously created.

Details

This page displays detailed information for a selected MFP device. This page also provides a menu option that can be used to link to the selected MFP device's web pages. The detailed information will be formatted consistently for Sharp devices. For non-Sharp devices the details will vary depending on the manufacturer's

implementation.

Note that if you have administrator privileges, you can perform an Update Status from this page.

Device Log

This page displays a device log that contains alert messages from the MFP devices in the form of a log file. Note that certain MFP devices can send alerts based on their status. These alerts, in turn, are received and stored by the PAU in the log file.

Device Quick Find

A Device Quick Find is a process of finding a single MFP device on a network.

Enter the IP address and click "Find" button to initiate the Device Quick Find. During the Device Quick Find process the progress page with the "Stop Discovery" button will be displayed. "Stop Discovery" button can be clicked to stop the Device Quick Find.

If the device is found then the device details page will be displayed otherwise the error message will be displayed.

Discovery in Progress

This page will be displayed when "Start Device Discovery" or "Device Quick Find" button is clicked. Clicking on "Stop Discovery" button will stop the operation. If no new devices are discovered then it displays a page having the message "No New Devices found in the last discovery" with a "Back" button. By clicking the back button it displays the device view page. If it discovered any new devices then it directly displays the device view page.

Driver Distribution

This feature allows an administrator to make printer drivers available for downloading and installation by end-users. This feature only supports distribution of Printer Drivers for Sharp printers. Printer Drivers from other manufacturers are not supported. Sharp Printer Drivers configured for downloading with this feature, are pre-configured with printer settings and are pre-configured for the print path (i.e. the Printer Driver is configured to print through a print queue or is configured to print directly to the printer). The pre-configuration of the printer settings is done automatically by the Printer Administration Utility 4.0. The pre-configuration of the print path requires input from an administrator. These pre-configurations enable end-users to install Printer Drivers without administrators' assistance, by eliminating the technically difficult driver configuration steps for the end-user.

When you first install Printer Administration Utility 4.0, the database that contains the printer drivers is empty. A printer driver must be added to the Printer Administration Utility 4.0 driver database before the driver can be configured for downloading by end-users. To add printer drivers to the database, the individual printer driver files or the printer driver installation CD that came with your SHARP printer must be available. After the printer drivers are added to the Printer Administration Utility 4.0 database, they can then be configured to work with a

specific Sharp printer and made publicly available for downloading

There are 3 menu options for the Driver Distribution feature:

- A) Adding and Configuring Printer Drivers
- B) Remove Drivers
- C) Email Notify

To access these menus, select Settings in the main navigation column, and then select Driver Distribution.

A) Adding and Configuring Printer Drivers

This option allows a user to select a printer and configure its driver(s), so end-users can download and install the driver(s)

- 1) Select a device for which you want to make drivers downloadable by end-users.
- 2) For the device chosen in step one above, select a driver to make available for downloading, (if no drivers appear in the list box, then you must select the "Add More Drivers" button, insert the Printer Driver CD that came with the chosen printer, enter the CD-ROM drive identifier (e.g. e, f, etc.), and select one or more drivers to install into the Printer Administration Utility 4.0 database).
- 3) Enter a description of the driver, this description will appear on the driver download web page and in any email announcement alerting end-users to the new driver (this field can be left blank).
- 4) Select the print path the Printer Driver should use (i.e. send print data to a queue, or send print data directly to the printer).
- 5) Send an email notification to end-users announcing the print drivers availability for downloading (this step is optional). The text of the email is pre-populated by the Printer Administration Utility, but the text can be modified before sending. The Printer Administration Utility cannot access corporate email address books, so all email addresses must be entered manually. (A work around for this, an administrator can send an email announcement to himself, then use his own email client application to access the corporate address book, then add addresses to the email announcement and forward to users). The email that is sent will have a URL to the Printer Administration Utility driver download page. (Printer Administration Utility 4.0 must be configured with the correct email server name prior to performing an Email Notify. To perform email server configuration, select Settings, then select Network Settings)

(Repeat the above steps for each driver you want to make available for the chosen printer)

B) Remove Drivers

This option allows an administrator to disable printer drivers from being downloaded by end-users.

- 1) Select the printer for which you want to disable printer drivers from being downloaded by end-users.
 - 2) Select one or more drivers to remove from distribution.
-

C) Email Notify

This option allows an administrator to send email notifications to end-users, anytime after a driver has been configured for distribution. This feature allows an administrator (or a helpdesk) to easily help an end-user with installing a printer driver for a printer of interest. When an end-user asks how to use a particular printer, the administrator (or helpdesk) can send the end-user an email notification that will contain a URL to a printer driver download web page for the printer of interest. (Printer Administration Utility 4.0 must be configured with the correct email server name prior to performing an Email Notify. To perform email server configuration, select Settings, then select Network Settings)

Driver Download

This page allows you to download SHARP MFP printer drivers to a client machine.

Printer drivers are stored on the PAU web server and can be accessed through the web pages and links provided under the Driver Download menu option. The Driver Download feature causes a printer driver to be downloaded from the PAU web server and installed on a client PC. The printer driver is then configured with the current settings data retrieved from the MFP printer.

MFP printer drivers must be configured for driver distribution before they are available on this page for downloading.

Edit Properties

This page displays a list of properties that you can edit.

Filter Criteria

The MFP devices listed on the Device View page can be filtered using the Column Names listed on this page. Note that only the Column Names that appear in the Included Fields and Excluded fields (Excluding the Impression Count column) from the Configure Columns page can be filtered.

IP Range Discovery

When performing an IP Range Discovery, all MFP devices that have an IP address that falls within a specified range will be discovered and listed on the Device View page. This page displays a list of IP addresses that are currently used for IP Range discovery. This list is empty by default. You can add to or delete from the IP Address List using the Add or Delete buttons. To add entries to the IP Address List, enter a starting and ending IP address in the appropriate fields and then click on the Add button. To delete entries from the IP Address List, highlight the desired IP Address and then click on the Delete button.

You can also click on the Cancel button to exit the IP Range Discovery Configuration page and return to the Configure Discovery page. Once an entry has been made it can be removed using the Delete button. You can click on the OK button to leave the page once entries have been added.

Note that you cannot change any configuration settings while an IP Range Discovery

is in progress. In addition, you must have administrator privileges to make any changes.

Manage Groups

This page displays a list of menu options that allow you create, modify, or delete PAU Device Groups. Click on the appropriate menu option and then follow the instructions on your screen.

Create Device Group: This option is used for creating a new group for a set of devices. To create the new group go through the following steps.

Step 1: Enter the Device Group name that you want to create.

Step 2: Choose the devices you want to include in the group.

Step 3: Configure the status update for the devices in the group.

Step 4: Configure the Email Alerts for the devices in the group

Step 5: Enter an Email Address specifying where email alerts should be sent.

Modify Device Group: This option is used for modifying the configuration of an existing device group. You can make the following changes to the existing groups:

Change Group Name: This is used for changing the group name as desired.

Add Devices: This is used to add more devices to the group selected.

Delete Devices: This is used to delete devices from the selected group.

Change Status Updating: This page is used to change the status update interval for a specific group of MFPs. The status update interval is the time period used by PAU to poll MFPs and get updates on their status. If you check the "use default settings" checkbox then the status update interval from the All Devices group is used. The default for the All Devices group is to never poll for status. If you want the status for all MFPs on the network to be updated periodically, you will need to modify the All Devices group by setting the status update interval to the desired value. The status update interval for any MFP will be limited to the highest update frequency of the groups it is a member of. Redundant status updates will not be performed for MFPs that are members of 2 or more groups. Please note that if you set a frequent interval for status update on the All Devices group, PAU will generate frequent network traffic. A good way to monitor the status of some MFPs more closely than others is to create a device group for the MFPs that you want to monitor closely. You can then set the status update interval for that group to a higher frequency. This will keep excess network traffic to a minimum. There are several polling options for a group. No status update means that there will be no automatic status update performed for the group. Hybrid polling means Sharp MFPs that are capable of sending SNMP traps will be polled at a different rate (ideally less often) than MFPs that are not capable of sending traps. If Hybrid polling is used then the trap capable MFPs should be configured to send SNMP traps to the IP address of the server where Printer Administration Utility 4.0 is running. Trap configuration is done through the MFP's web page. Printer Administration Utility 4.0 does not configure MFPs to send SNMP traps.

Note: The four system defined groups have limits on how they can be modified. The system-defined groups are: All Devices, New Devices, Critical Errors and Non Responding.

Email Alerts: You can check the Disable Email checkbox to prevent an email notification from being sent. If you select an alert condition the Next button will

bring you to a page requesting the email address of the recipient for the alert. The email alert will be sent out when the alert condition becomes true.

Delete Device Group: This process removes a user-defined group.

Modify Device Group

This page lets you modify a Device Group name, add more devices to a Device Group, or remove devices from a Device Group.

Network Settings

SMTP Server

The SMTP (Simple Mail Transfer Protocol) server must be entered on this page before the email-enabled features will work. You cannot use email alerts or driver announcement emails without providing the SMTP server name. The Check Mail Host button will check to see if the SMTP server is valid. The From Address is required for proper operation.

SNMP Settings

This page displays the current SNMP retry and timeout settings. You can change these settings by entering the required information into the associated text fields. You can then save the new settings by clicking on the Apply button. Note that all subsequent discoveries and set operations will now use the new settings.

Discovery

Scheduled Discovery

The current Scheduled Discovery settings are displayed on this page. To change these settings you must first click on the Enable Scheduled Discovery Yes radio button. You can change the settings in the Recurrence Interval fields for the new frequency of discoveries and the Start Discovery on fields for the new discovery start times. Click on the Save button to save the entries.

You can also click on the Cancel button at any time to exit the Scheduled Discovery Configuration page (without saving changes) and return to the Configure Discovery page.

Security

This page displays a device list with the device's Set and Get Community strings.

SNMP Discovery Setting

This page will store and list the Get Community strings that the user inputs into the Known Get Strings List. These Get community strings are used during the discovery process to retrieve the settings from a device. If the device has a get string that is non-default, then the Get Community strings from this list are used. If the Get string is non-default, and not in this list then the discovery will not be possible.

To add a Get Community string to the Known Get Strings list, enter it in the Enter SNMP Get String field and then click on the Add button. To delete a Get Community

string from the Known Get Strings list, highlight the desired string and then click on the Delete button. Click on OK button to return to the previous page. Note that when a Get Community string successfully discovers a device, no other Get Community string in the list is used for discovering the same device.

You can also click on the Cancel button at any time to exit the SNMP Discovery Configuration page (without saving changes) and return to the Configure Discovery page.

Specific IP Discovery

Performing a Specific IP Discovery determines whether an MFP device exists at the IP address specified. This is considered a "Single Device Discovery". This page displays a list of IP addresses that are currently used for specific IP discovery. This list is empty by default. To add an IP address to the IP Address List, enter it in the IP Address field and then click on the Add button. To delete an IP address from the IP Address List, highlight the desired IP address and then click on the Delete button.

You can also click on the Cancel button to exit the Specific IP Discovery Configuration page and return to the Configure Discovery page. You can click on the OK button to leave the page once entries have been added.

Note that you cannot change the Specific IP Discovery settings while a discovery is in progress. Note also that you need to have administrator privileges to change any settings.

Start Device Discovery

A Network Discovery is a process of finding MFP devices on a particular network. PAU supports the following discovery types:

Subnet Discovery

IP Range Discovery

Specific IP Discovery

PAU also supports discovery using different protocols such as SNMP.

Click on the "Start Device Discovery" button to initiate the discovery process. The discovery progress page with the "Stop Discovery" button will be displayed during the discovery process. Discovery can be stopped by clicking the "Stop Discovery" button.

One discovery type must be configured before starting the discovery. If no discovery is configured an error message will be displayed

Subnet Discovery

Performing a Subnet Discovery identifies all MFP devices on a network with a specified Subnet Mask and an IP address. The Subnet Discovery page store and list the Subnet Masks and IP Addresses that the user inputs into the IP and Subnet Mask Fields. To add a Subnet Mask and an IP Address to the List, enter them in the appropriate fields and then click on the Add button. To delete a Subnet Mask and an IP Address from the List, highlight the desired addresses and then click on the Delete button. Click on OK button to return to the previous page.

You can also click on the Cancel button at any time to exit the Subnet Discovery Configuration page without saving changes and return to the Configure Discovery page.

Note that you cannot change the Subnet Discovery settings while a discovery is in

progress. Note also that you need to have administrator privileges to change any settings.

Note also that a Subnet is identified by a Mask and an IP Address contained that Subnet. You can select the last two octets of the Subnet Mask for the Subnet and then enter an IP Address in the Subnet.

Update Status

The status of all MFP devices that are present in the currently selected Device Group will be updated each time you perform an Update Status. A Device Status Update in Progress message and a Stop Status Update button are displayed during the Status Update process. You can stop the Status Update process at any time by clicking on the Stop Status Update button.

Useful Links

This page displays a list of Useful Links that you added from the Configure Useful Links page.

Appendix

What is PAU?

PAU (Printer Administration Utility) is a web-based Network Administration Tool that is used to discover printing devices on a network. Using Printer Administration Utility 4.0, you can: Create Device Groups that can be managed independently from other printing devices on the network.

Configure different Discovery Methods

Create Useful Links

Distribute SHARP printer drivers

Determine the frequency of discoveries, etc.

Because PAU runs on a web server, it can be accessed from anywhere on the network.

What is Discovery?

Discovery is a process of finding printing devices on a particular network using the following discovery

Subnet Discovery

IP Range Discovery

Specific IP Discovery

Printer Administration Utility 4.0 only discovers printing devices that implement the SNMP network device management standard. (Standard Printer MIB)

What is MFP (Multi-Functional Peripheral)?

Printing devices greatly improve communication process for businesses by

combining print, copy, scan, and fax functions.

Troubleshooting

This section answers some questions about PAU features.

What is scheduled status update, and how is it used?

Status update is the process of pulling the information out of the device and putting it into the PAU database. The information from the MFP is stored on the PAU server in a database that is only refreshed when the status is updated. Status updates can be manual operations or automatic. Automatic status updates can be configured to refresh the information about an MFP at periodic intervals.

How do I monitor a specific printer very closely?

By using the groups feature and status updating interval the status of a specific device can be updated more frequently than other devices. Starting with the "Device Management -> Create Groups" feature a group can be created with one or more devices that need to be monitored closely. During the group creation process specify the time interval that should be used for checking the status of devices in the group.

How do I delete devices from the Device View table?

To delete a device you need to modify the All Devices group. Go to the Device Management -> Manage Group menu. Click on the Modify Device Group button and select the All Devices group. Click on the Delete Devices button and then select one or more devices to delete. The devices deleted in this way will reappear after the next discovery. To specify that the devices are not to be discovered again, you can click on the OK button that appears in the dialog asking "Do you want to block future discovery of these devices". To modify the blocking of devices during discovery you can use the Blocked Devices option under the Device Management -> Configure Discovery menu.

What are Email Alerts?

Email alerts are an additional way to closely monitor the status of a group of devices. When creating the group, select the status conditions that are important to be notified of. Then select the email address of the person(s) who need to know about these status conditions. When the device status changes to one of the selected error conditions, an "Email Alert" message will be sent by PAU.

How do I use the driver download feature?

For networks that do not use print servers the driver distribution feature can be very helpful. Users can download printer drivers for the SHARP printers that are connected to the network and configured within PAU for driver download.

How do I add drivers to the PAU driver database?

To add printer drivers, go to the Settings -> Driver Distribution page. You will need to have access to protected features in order to do this. Click on the Configure Drivers button, pick the printer that you want and then click on the Add More Drivers button. Enter the path for the printer driver CD-ROM, or network location where drivers have been copied to. After entering the file path to the drivers, click on the "Find Drivers" button. PAU will analyze the directories at the location specified and determine which drivers can be used for driver download. The drivers will appear in the list and can be selected one at a time. Once they have been added, then they can be downloaded by anyone with a web browser using the PAU "Driver Download" feature.

How do I setup printer drivers?

Printer drivers only need to be added to PAU the first time they are configured. Once the drivers have been added to PAU, then any number of printers of the same model can share the same drivers. Each printer will be setup individually using the Configure Drivers button.

Why can't all printer drivers be added to PAU?

Only Sharp printer drivers can be distributed. Some older Sharp driver CD-ROMs may not be recognized by PAU. The latest printer driver CD-ROM for your printer should work with PAU driver distribution.

How do I setup device discovery with multiple subnets?

Use the Device Management -> Configure Discovery -> Subnet Search dialog to configure a discovery to find printers on multiple subnets. The other discovery configuration options can be used to further narrow the scope of the device discovery performed by PAU.

How do I change the protected feature security group selection after PAU is installed?

Run the PAU installation program again (setup.exe.) Select an "Upgrade" installation. When prompted for the protected features security group, specify the new Windows security group(s) that will be given access to protected features.

What can I do if I am having trouble with the login prompt for protected features?

First, verify that your user account is a member of the Windows security group selected for access to PAU protected features (The groups were selected at installation time). Second, verify that your entry in the "User Name" field of the login dialog fully specifies both the domain and username. You will need to use the standard Windows format of "domain_name\user_name" where the domain and user name are provided by your network administrator. In some network security configurations, both the domain and user names are required for login.



Is PAU 4.0 compatible with Microsoft Accessibility Options?

Yes, PAU 4.0 has been tested and found to work with Microsoft Accessibility Options in the supported operating systems.

Will it work with my screen reading program?

There are many screen reading programs and PAU 4.0 does not claim to be 100% compatible with any one of them. It was tested using JAWS for Windows, versions 4.5 and 5.0. PAU 4.0 is usable by a user with moderate skills in using JAWS for Windows.

Can I use my own stylesheets with PAU 4.0?

If your browser allows you to substitute your stylesheets for the default ones, you can try them out to see how they work. The results may vary greatly depending on the stylesheet used.

I notice that the screen refreshes when I make choices from dropdown menus. Where does my mouse cursor go? Can I control this with my screen reader?

Screen refreshing is the program's way of giving you certain types of new information. Your screen reading program may give you the ability to suppress or control screen refreshing. Some new information will not be presented to you until the screen refreshes. To create a known location for the cursor after refresh, the cursor returns to the top of the current window.

How does Printer Administration Utility 4.0 handle data tables to make them understandable?

Most tables will have a narrative introduction. This will explain the purpose of the table and its data layout. Tables will have their column headings read first, from left to right. Then data will be read, row by row, from left to right. Blank cells will be skipped. Each cell containing data will have its column heading read first. The heading name will be preceded by the word 'graphic'. This was necessary to make the heading readable. Next the data in the cell will be read. If your screen reader has settings for recognizing tables, you may want to enable them. Since Printer Administration Utility 4.0 also uses some tables for page layout, enable your screen reader to only interpret 'data' tables.

What about dates and time? What format are they in?

Dates are in the format: yyyy/mm/dd Some screen readers will allow you to have that read either as number or as a spoken date. Times are in the format: hh/mm/ss AM (or PM) Single-digit numbers will be preceded by a zero.

What is the general menu structure of PAU 4.0?

While the main six menu buttons will always stay on the left margin, there is only one frame for your screen reader to deal with. The six menu buttons on the left are, from top to bottom:

1. Device View
2. Device Management
3. Settings
4. Useful Links
5. Driver Download
6. Help

My screen reader says there are two frames. Why am I accessing only one?

Your screen reader says there are two frames because there is a 'hidden' frame that does work behind the scenes. However, you will not be entering that frame or doing anything in that frame directly. Ignore the references to a second frame.

What verbosity settings work best?

PAU 4.0 uses scripts in the background. If your screen reader is picking any of them up and reading them, you may want to experiment with lowering or changing your verbosity settings.

What is the best way to access the graphical buttons?

Most of PAU 4.0's buttons are graphics with text on them. Depending on your screen reader's options, you may want to try a setting similar to 'read button text'. Again, experiment until you find what works best for you. There is one button that does not have text. In the Device View, at the beginning of each row in the table that lists the found MFPs, there is a column containing the Details buttons. The graphical button is for detailed info about that MFP. The button text has two greater than symbols as it's text label- ">>". Your screen reader will likely read it as "greater greater".

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