# NETira<sup>™</sup> Connect for AirWatch<sup>®</sup>

User Guide



right by our customers.

# Contents

1	Pre	oface	. 1
	1.1	Purpose	1
	1.2	Steps Covered in this User Guide	1
	1.3	Who Should Use this Guide	1
	1.4	Legal Disclaimers	1
	1.4.	1 Permissions of Use	1
	1.4.	2 Liability Limitations	1
	1.4.	3 Warranty Disclaimer	2
	1.4.	4 Trademarks	2
2	Inti	roduction	. 3
	2.1	System Overview	3
	2.1.	1 NETira Connect for AirWatch & NETira Printer Service	3
	2.1.	1.1 NETira-CA	3
	2.1.	1.2 NETira-PS	3
	2.1.	2 AirWatch	3
	2.1.	3 NETIRA-Configuration Tool (NETIRA-CT)	3
	2.2	Requirements for installation and Configuration	3 5
•	2.3		
3	Ins	tallation	. 6
	3.1	Required AirWatch Information	6
	3.2	Installing NETira-CA	6
4	NE	Tira-CA and AirWatch Configuration	10
	4.1	NETira-CA Configuration, Part 1	10
	4.2	AirWatch Console Configuration	13
	4.3	NETira-CA Configuration, Part 2	16
	4.4	NETira-Printer Service	18
5	Ins	talling .pfx Certificate File for NETira-CA	19
6	Set	tting Up and Testing Printers	20
	6.1	Enrolling and Testing a Printer	21
	6.1.	1 Enrolling a Printer with AirWatch	21
	6.1.	2 Testing a Printer with AirWatch	23
7	Cre	eating and Installing Printer Profiles	24
	7.1	Creating a Printer Profile	24
	7.2	Managing Printer Profiles with "Optional" Assignment Type	27
8	Sei	nding Install File Commands to a Printer	28
9	Re	- ceiving and Testing Alerts from a Printer	32
1	0 1	Janaging Datamay-O'Neil Printers from ΔirWatch	34
1	<b>· //</b>		<b>J</b> 4
	10.1	Soft Reset	34 35
			-

10.3	Factory Reset	
Appen	dix A: Definitions and Alerts	37
A-1	Definitions	37
A-2	Alerts	
Appen	dix B: Troubleshooting	40
B-1	NETira-CA Troubleshooting Messages and Solutions	40
B-2	HTTP Status Codes	42

# **1** Preface

## 1.1 Purpose

The purpose of the NETira<sup>™</sup> Connect for AirWatch<sup>®</sup> User Guide is to provide step-by-step instructions to complete basic tasks to set up and use NETira Connect for AirWatch.

# 1.2 Steps Covered in this User Guide

This User Guide covers the following steps:

- Installing NETira-CA software
- Configuring AirWatch Server
- Adding and setting up system printers using NETira-CT
- Testing system printers
- Managing system printers

## 1.3 Who Should Use this Guide

- IT staff
- System administrators
- System integrators
- AirWatch Ecosystem users

*Note:* It is important that users have some familiarity with AirWatch ecosystems and know how to manage and navigate AirWatch consoles because this User Guide does not cover operation of the AirWatch Console. For information, guidance and training on AirWatch systems and products, including the AirWatch Console, contact AirWatch.

## 1.4 Legal Disclaimers

#### 1.4.1 Permissions of Use

This document may not, in whole or in part, be copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine-readable form without prior written consent from Datamax-O'Neil Corporation ("Datamax-O'Neil"). The information in this documentation is subject to change without notice.

#### 1.4.2 Liability Limitations

In no event shall Datamax-O'Neil, or anyone else associated with the creation, content and delivery of this guide, be held liable for any error or for any incidental, indirect, special or consequential damages (including but not limited to any lost revenues, profits, business opportunity, data or use) in connection with the furnishing, performance, or use of this manual and/or the use of the software/hardware associated with Datamax-O'Neil or the examples herein.

#### 1.4.3 Warranty Disclaimer

Although every effort has been made to ensure the accuracy of the content of this manual, Datamax-O'Neil makes no warranties with respect to the content or accuracy of this documentation. Datamax-O'Neil warrants that the NETira<sup>™</sup> software will perform in substantial compliance with published specifications, and will be free from defects in materials and workmanship, under normal use, for the corresponding warranty period specified on Datamax-O'Neil's website. This limited warranty is in lieu of all other warranties, express or implied, including warranties of merchantability or fitness for a particular purpose. The rights and remedies provided herein are exclusive and in lieu of any and all other rights or remedies.

#### 1.4.4 Trademarks

NETira<sup>™</sup> is a registered trademark of Datamax-O'Neil, in the United States and certain international markets. Datamax-O'Neil is licensed to use other trademarks in the United States and internationally, all of which are the property of their respective owners.

Microsoft Corporation, Windows®, Windows® NT, Windows Server®, and Active Directory are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Other product names mentioned in this manual may be trademarks or registered trademarks of their respective companies and are the sole property of their respective owners.

©2015, Datamax-O'Neil Corporation. All rights reserved.

# **2** Introduction

# 2.1 System Overview

The overall system is composed of three programs/systems: NETira Connection for AirWatch (NETira-CA) or NETira Printer Service (NETira-PS), AirWatch and NETira Configuration Tool (NETira-CT). NETira-CA / NETira-PS and AirWatch are the primary programs utilized on a day-to-day basis and work together to control and monitor the printers. NETira-CT is used to setup/configure the system and printers.

#### 2.1.1 NETira Connect for AirWatch & NETira Printer Service

#### 2.1.1.1 NETira-CA

NETira Connect for AirWatch (NETira-CA) is software from Datamax-O'Neil that resides on your server, works over the Internet with a remotely installed system called AirWatch and interfaces with the Datamax-O'Neil printers on your printer network. NETira-CA serves as the intermediary control between the remote AirWatch system and your network printers through its AirWatch Console interface that is accessed on your computers. The AirWatch Console functions also provide extensive information regarding printer usage and diagnostics.

Some of the available managed tasks are:

- Alerts/status/enrollment requests sent from the printers to the AirWatch Console
- Files and settings sent from the AirWatch Console to the printers

#### 2.1.1.2 NETira-PS

NETira-CA software will run as a Windows Application, hence It can be launched only after a user logs into the server. Instead, NETira-PS software can be used if the application has to be run as a windows service.

NETira-PS provides all functionalities similar to NETira-CA application. NETira-PS will be launch automatically after the server is powered on. Installation and configuration of NETira-PS can be done in the same way as that of NETira-CA.

#### 2.1.2 AirWatch

AirWatch is a proprietary printer control system hosted and maintained by AirWatch, a division of VMware® that resides on a remote site and communicates/works with your NETira-CA system via the Internet.

#### 2.1.3 NETira-Configuration Tool (NETira-CT)

NETira-Configuration Tool (NETira-CT) is software from Datamax-O'Neil used to set up and configure the NETira-CA system and printers.

## 2.2 Requirements for Installation and Configuration

- PC-based computer running Windows 7 or newer
- Windows Server 2008 R2 or newer
- All printers equipped with the latest firmware: 8.05.0066 or 18.05.0066 or newer
- NETira-CT version 1.0.0.65 or newer. Available on the Datamax-O'Neil website at <u>www.datmax-oneil.com</u> > Supports & Downloads > Downloads & Drivers and select your product (RL4e or RL3e). Under Software & Tools, select Utility and download NETira-CT Configuration Utility, v.65 or later.
- Datamax-O'Neil Package Builder v1.0.0.12 (available on the Datamax-O'Neil website at <u>www.datamax-oneil.com</u> > Support & Downloads > Downloads & Drivers > RL4e > Utility > D-O Package Builder)
- AirWatch Console version 8.x or newer already installed
- Subscription to AirWatch services and AirWatch customer number
- Printer manuals may be required to create the printer profiles
- Signed Certificate

- Private Key File for Certificate
- FQDN name associated with Signed Certificate
- Public-facing IP address of WiFi network of server hosting NETira-CA

# 2.3 Supported Printers

Datamax-O'Neil RL3 (Firmware version 8.05\_0066 or newer) Datamax-O'Neil RL4 (Firmware version 8.05\_0066 or newer) Datamax-O'Neil RL3e (Firmware version 18.05\_0066 or newer) Datamax-O'Neil RL4e (Firmware version 18.05\_0066 or newer)

It is highly recommended that you utilize the current firmware version on your printers.

# 3 Installation

# 3.1 Required AirWatch Information

**NOTE:** You must already have an AirWatch account and AirWatch Console Version 8 or newer installed.

- 1. To set up the AirWatch Console software for NETira CA, you must have available or create and write down the following information that will be required for later steps:
  - a. User Name. This is the user name you use to long onto the AirWatch Console.
  - b. Password. This is the password you use to log onto the AirWatch Console.
  - c. Login Screen URL Address. This is another name for the 'Environment URL' or the unique company URL to access your company's AirWatch admin console. This should have been provided to you by your AirWatch Account Manager or other AirWatch representative at time of installation of the AirWatch system, along with the login credentials.

The Login Screen URL Address is the site where you will set up the connection between your NETira-CA system and AirWatch. This will be used later in Section 4.2, Step 1.

d. Printer Server Registration URL. You will need to create your Printer Server Registration URL using the following example as a guide:

https://<Environment URL>/deviceservices/peripheralservice/v1/register

The Environment URL is the unique company URL to access your company's AirWatch console you wrote down in the previous step. This should have been provided to you by your AirWatch Account Manager or other AirWatch representative at the time of installation of the AirWatch system, along with the login credentials. The remainder of the URL is static and must be entered exactly as shown.

The Printer Server Registration URL is required for the NETira-CA software to register the print server with AirWatch during the setup process. This will be entered later in Section 4.1, Step 6.

e. If you have any questions or need assistance regarding the steps above, please contact your AirWatch account representative or AirWatch support.

### 3.2 Installing NETira-CA

1. Go to the Datamax-O'Neil website at <u>www.datamax-oneil.com</u> > Support & Downloads and download NETira-CA\_Setup.msi.

NOTE:

- a) The NETira-PS software also can be downloaded from the same location.
- b) NETira-CA and NETira-PS is not printer specific.
- Once it has downloaded, unzip the file NETira\_CA\_Setup\_XXXX.zip (XXXX represents the version number and will change as the software is updated). Once the file has unzipped, run NETira-CA\_Setup.msi

a. This will take you to the Welcome to the NETira Connect for Airwatch Setup Wizard screen which starts the installation program. Click "Next >."



b. Next, select the "I Agree" radio button on the End User License Agreement to continue and then click "Next >."

9	VETira Connect for AirV	Watch	- • ×
License Agreemer	nt		
Please take a moment to read Agree", then "Next". Otherwise	the license agreement now. If yo a click "Cancel".	ou accept the terms	s below, click ''l
Er	nd User License Agre	ement	^
This is an Agreemen O'Neil, its affiliates a Datamax-O'Neil Corp covers executable fil and written material available to you (the modification or other	t between the end user nd/or subsidiaries, inclu- poration ("we", "us" or " les that you may downlo s related to the Applicat "Documentation"). Any r enhancement provided	("you") and D Iding without I "our"). This A Dad (the "Appl ions that we n y patch, updat d by us with re	atama- limitation greement ications") nake e, upgrade,
the Applications or th	he Documentation chall	ho included w	within the
1 Do Not Agree	I Agree	bo included w	within the

c. On the Shortcut screen, check *Create Desktop Shortcut* if you want to create a convenient NETira-Connect for Airwatch (NETira-CA) shortcut icon on the Desktop to quickly access NETira-CA when needed. Check "Launch on Windows Startup" if you want NETira-CA to start up automatically when the user first logs into the computer. Click "Next.>."

谩	NETira Connect for AirWatch	- 🗆 🗙
Shortcut		5
Setup can create shortcu launch automatically after	t to NETira Connect for AirWatch on your Desktop system login. Would you like Setup to enable tho	or can configure to se?
Create Desktop Sho	ortcut	
Launch on Window	s Startup	
	Cancel < Back	Next >

d. On the Select Installation Folder screen you can choose the location where the NETira-CA software will be installed. To change the suggested default location, click "Browse" and select the desired location. When you have selected where it will be installed, click "Next >."

退	NETira Connect for AirWatch	- 🗆 🗙
Select Insta	allation Folder	5
The installer will ins To install in this fold <u>F</u> older:	tall NE Tira Connect for AirWatch to the following folder. Ier, click "Next". To install to a different folder, enter it belov	w or click "Browse".
C:\Program File:	s (x86)\Datamax-O'Neil\NETira Connect for AirWatch'	Browse
		Disk Cost
	Cancel < Back	Next >

e. On the Confirm Installation screen, click "Next >" to start installation of NETira-CA.



f. When you receive the screen message telling you that installation is complete, click "Close" to exit the installation program.

NETira Connect for AirWatch	
Installation Complete	5
NE Tira Connect for AirWatch has been successfully installed. Click "Close" to exit.	
Please use Windows Update to check for any critical updates to the .NET Framework.	Close

# 4 NETira-CA and AirWatch Configuration

# 4.1 NETira-CA Configuration, Part 1

- 1. After installing NETira-CA.exe, a shortcut icon to NETira-CA that looks like this ኛ will appear on the desktop.
- 2. Double-click on the shortcut icon to create a shortcut in the sistray at the bottom right of the screen.
- 3. Double-click on the NETira-CA icon in the sistray.
- 4. Enter admin for the User Name and admin for Password. Click "Login."

NOTE: The User Name is not case sensitive; the Password is case sensitive.

	Login (NETira-CA)
User Name	admin
Password	•••••
	Login

5. From the NETira Connect for AirWatch (Configuration) screen that appears with pre-populated data, write down the data in the Print Server UID section. The data in the Print Server UID section will be used later in the AirWatch Add Print Server dialog box in Section 4.2, Step 6.

Example of PrintServer UID: 9ab41b5c-D70a-4ad8-9a1c-05efea6c3d7e

Print Server UID	9ab41b5c-070a-4ad8-9a1c-05efea6c3d7e			Refresh
AirWatch Notify Point				Save Data
Certificate file	NETira-CA.pfx			
Normal Port	9090	Secure Port	10000	Stop Server
Group ID		Print Server Version	1.0.1.2	Register Server
irWatch Server Configu	ration			Change Password
HMAC Key Registration URL				Manage Users
Enrollment URL				Manage Printers
Command URL				
Alert URL				
AirWatch Version	{ Please register the	e server }		
ther Settings				
Maximum Number of E	nrollable Printers 1000			
Current Number of Enr	olled Printers 0			

6. Enter the Printer Server Registration URL information from Section 3.1, Step 1d in the *AirWatch Registration URL* box.

Example of	Print	Server	Registration	URL:
------------	-------	--------	--------------	------

http://do\_airwatch.airwatch.com/deviceservices/periperalservice/v1/register

D			î	Refresh	
Print Server UID	Innt Server UID Sab4 Ibbc-U/Ua-4ad8-9a Ic-Uberea6c3d/e				
AirWatch Notify Point	Save Data				
Certificate file	NETira-CA.pfx				
Normal Port	9090	Secure Port	10000	Stop Server	
Group ID		Print Server Version	1.0.1.2	Register Server	
rWatch Server Configu	ration			Change Password	
HMAC Key				Manager	
Registration URL	https://do_airwatch.airwatch.com	m/deviceservices/peripheralservice	/v1/register	wanage Users	
Enrollment URL				Manage Printers	
Command URL				01	
Alert URL		ease register the server }			
Alert URL AirWatch <mark>Versio</mark> n	[ (P)				
Alert URL AirWatch Version ther Settings	[ (P)				
Alert URL AirWatch Version ther Settings Maximum Number of E	nrollable Printers 1000				

- 7. Enter the Fully Qualified Domain Name (FQDN) name associated with a signed certificate in the AirWatch Notify Point line. Follow the FQDN name with a colon and the appropriate port number followed by /aw-notify. You can find the non-secure port number listed next to Normal Port, and the secure port number listed next to Secure Port. You can use either port number.
  - a. FQDN name examples:
  - b. <u>https://airwatchNETira-CA.com:10000/aw-notify</u> (Secure site URL) <u>http://airwatchNETira-CA.com:9090/aw-notify</u> (Non-secure site URL)

Print Conver LUD	9-b41b5c 070- 4-d9 9-1	o 05ofon6o2d7o		Refresh		
Fint Server OID	3aD41D3C-070a-4a0o-3a1					
AirWatch Notify Point	Watch Notify Point https://airwatchNETira-CA.com:10000/aw-notify					
Certificate file						
Normal Port	9090	Secure Port	10000	Stop Server		
Group ID		Print Server Version	1.0.1.2	Register Server		
irWatch Server Configu	uration			Change Password		
HMAC Key						
Registration URL	https://do_airwatch.airwa	tch.com/deviceservices/peripheralservice	/v1/register	Manage Users		
Enrollment URL				Manage Printers		
Command URL				22		
Alert URL						
AirWatch Version		{ Please register the server }				
)ther Settings						
Maximum Number of E	nrollable Printers 1000					

8. Enter the AirWatch Organization Group ID into the NETira Connect for AirWatch Configuration screen. See the AirWatch User Manual for instructions to create an organization group.

					Refresh
Print Server UID	9ab41b5c-0/0	a-4ad8-9a1c-05efea	6c3d/e		TIGHTOOT .
AirWatch Notify Point	https://airwatc	Save Data			
Certificate file	NETira-CA.pfx				
Normal Port	9090		Secure Port	10000	Stop Server
Group ID	datamaxoneil		Print Server Version	1.0.1.2	Register Server
irWatch Server Configu	uration				Change Password
Registration URL	HMAC Key Registration URL https://do_airwatch.airwatch.com/deviceservices/peripheralservice/v1/register				Manage Users
Enrollment URL					Manage Printers
Command URL					
Alert URL					
AirWatch Version		{ Plea	se register the server }		
)ther Settings					
Maximum Number of E	nrollable Printers	1000			
Current Number of Enn	olled Printers	0			

The AirWatch Console Organizations Group Details screen is shown below for reference.

airwatch			🌐 Datamax-O'Neil 🔻		Q Search AirWatch		+ Add	★ Saved	Account	(?) Help
✓ Getting Started	Groups     Organization     Groups		Groups & Settings > C Organization (	Groups ≯ Group	Organization Groups > Details					<b>*</b> *
• <b>-(;</b> Hub	List View				Organization Group Details Add Child Organization Group					
Devices	Group Details Organization Group Types			Name*	Datamax-O'Neil datamaxoneil					
<u>ee</u> Accounts	User Groups	+		Type Country	Customer United States	•				
Apps & Books	App Groups	+	ті	Locale ime Zone	English (United States) [English (United States)] (GMT-08:00) Pacific Time (US & Canada)	•				
Content Email	Admin Groups All Settings	*								
Copyright 2015   Al	cout Powered by <u>AirWatch</u>	<			Save					

9. Click "Save Data" to update changes into the NETira-CA database.

# 4.2 AirWatch Console Configuration

1. Go to the Login Screen URL Address that you wrote down in Section 3.1 Step 1c. When you get to the AirWatch Console login screen, enter the user name and password you wrote down in Section 3.1, Steps 1a and 1b to log in.



2. On the first screen that appears after you have successfully logged in, click on the *Devices* icon on the left and then select *Printers > Printer Settings > Print Server* from the drop-down menu that appears. This starts the process of adding NETira-CA services to the AirWatch Console.

airwatch		🚯 Datamax-O'Neil 🔻		Q. Search AirWatch	) <b>+</b> Add	★ Saved	Account	Help
>	Dashboard						c   1	• *
	List View	Dashboard						
	> Lifecycle		т. О					
	> Profiles	TOTAL DEPLOTMEN	" <b>U</b>					
	> Compliance Policies							
Devices	> Certificates	The	re are 0 devices at this Organization Group level. Add at least one device to	view the Device D	ashboard.			
Accounts	> Products							
	<ul> <li>Printers</li> </ul>							
	List View							
0	Alerts							
Contenic	<ul> <li>Printer Settings</li> </ul>							
Email	Printer Profiles							
2	Printer Files							
Telecom	Print Server	*						
🔆	Smart Groups	+						
	Devices Settings	*						
Copyright 2015   Ab	out Powered by <u>Alfvilatch</u>							

3. Select *Add Print Server* to add a new print server. Here, you will be adding NETira-CA as the print server.

Settings	Datamax-O'Neil 👻		8
System Getting Started Branding	System / Peripherals / Print Server Add Print Server	Search List	ۍ
Enterprise Integration     Help     Socurity	UID Notification Endpoint Username Organization Group HMAC Token	Version	

**NOTE:** If you currently have print servers already installed on your AirWatch Console, they will be listed. If no printers are installed, none will be shown.

You will be able to enroll printers later in Section 6.

Settings	🔀 Datamax-O'Neil 🔻								8
System Cetting Started Branding Enterprise Integration Help Security Cetalization Peripherals Print Server Reports A Alerts Terms of Use S/MIME Advanced	System / Periphe Add Print Server UID 977b59459e3945febaed-2 ed88996458ec-468796c0-e	Notification Endpoint Pending Registration http://70.178.31.148-9090/_	Username MFairchild MFairchild	Organization Group Datamax-O'Neil Datamax-O'Neil	HMAC Token 0952ccc653853-4322-8e72-3 8ac56e36-175e-4030-9d0a	Version 1.0.1.1	Search List Device Count 0	¢ × × ×	
	8bccbcde-4d15-4305-8e1a   dankyps1 Items 1-4 of 4	http://38.65.78.19:9090/aw https://netiraca.com:10000	do_user1 dankyt	Datamax-O'Neil Datamax-O'Neil	1cc80c77-0bfb-43a8-bc43-7 6f7b191c-783a-4a49-a5e4-9	1.0.1.1 1.0.1.3	1		
Devices & Users Apps								ge size. Su	
Content									
Email Admin									
Installation									

4. Write down the HMAC Token that is automatically provided in the *HMAC Token* section of the page. You will need it while completing configuration of NETira-CA in Section 4.3, Step 2.

Add Print Server		8
HMAC TOKEN		
The HMAC key auto-generated below will relevant Print Server configuration file.	be used to associate the print server to the appropriate Organization Group in AirWatch. This key will need to be entered into the	
HMAC Token	dce5c849-8363-4d0c-b087-da2e6941fe4f	
		_

5. Select the User Name you wrote down in Section 3.1, Step 1a in the User ID\* box in the User section of the page.

Add Print Server	
HMACTOKEN	
The HIMAC key auto-generated below will be used to associate the print server to the appropriate Organization Group in AirWatch. This key will need to be entered into the relevant Print Server configuration file.	
HMACToken dce5c849-8363-4d0c-b087-da2e6941fe4f	
USER	
Select the appropriate enrollment user that will be associated to the Print Server. This user may be associated to multiple Print Servers.	
User Id* dankyt	

6. Enter the Print Server UID of NETira-CA that you obtained in Section 4.1, Step 5 in the Service UID\* box in the UID section of the page.

Add Print Server		•
HMAC TOKEN		
The HMAC key auto-generated below v relevant Print Server configuration file	vill be used to associate the print server to the appropriate Organization Group in AirWatch. This key will need to be entered into the	
HMAC Toker	dce5c849-8363-4d0c-b087-da2e6941fe4f	
USER Select the appropriate enrollment user	that will be associated to the Print Server. This user may be associated to multiple Print Servers.	
Userid	dankyt	
UID		
Service Uid	9ab11b5c-070a-4ad8-9a1c-05efea6c3d7e	

7. Click "Save" and the NETira-CA print server will be shown as *Pending Registration*.

Settings	🜐 Datamax-O'Neil 💌	
System Getting Started Branding Enterprise Integration Help Security Localization Print Server Reprise Alerts Terms of Use S/MIME Advanced	System / Peripherals / Print Server  C Add Print Server UID Notification Endpoint Username Organization Group HMAC Token Version 9ab41b5c070a-4ad8 Pending Registration denlyt Datamax-O'Neil dce5c849-8363-4d0c  C	

# 4.3 NETira-CA Configuration, Part 2

- 1. Go back to the NETira Connect for AirWatch (Configuration) screen.
- 2. Enter the HMAC Token from Section 4.2, Step 4 in the box next to HMAC Key and click "Save Data."

					Refresh
Print Server UID	9ab41b5c-070	)a-4ad8-9a1c-05efea	16c3d7e		
AirWatch Notify Point	https://airwate	chNETira-CA.com:10	000/aw-notify		Save Data
Certificate file	NETira-CA.pfx				
Normal Port	9090		Secure Port	10000	Stop Server
Group ID	datamaxoneil		Print Server Version	1.0.1.2	Register Server
irWatch Server Configu	uration				Change Password
HMAC Key	dce5c849-836	63-4d0c-b087-da2e6	941fe4f		
Registration URL	https://do_ain	watch.airwatch.com/	deviceservices/peripheralservice.	/v1/register	Manage Users
Enrollment URL					Manage Printers
Command URL					
Alert URL					
AirWatch Version		{ Plea	ise register the server }		
ther Settings					
Maximum Number of E	nrollable Printers	s 1000			
Current Number of Enn	olled Printers	0			

3. Click "Register Server" to register NETira-CA to AirWatch and you will see a message box with "Registration request success."

NETira-CA ×
Registration request success
ОК

4. Upon successful registration of NETira-CA, the AirWatch Server will automatically update the following fields on the NETira-CA configuration form: *Registration URL, Enrollment URL, Command URL, Alert URL*, and *AirWatch Server Version*. Write down the number in the box next to *Secure Port*. It will be needed to enroll printers in Section 6.1.1, Step 3c.

rint Server Configuration				Pefeedb
Print Server UID	9ab41b5c-070a-4ad8-9a1c-05efea6c3d	7e		neiresn
<u>A</u> irWatch Notify Point	https://airwatchNETira-CA.com:10000/a	aw-notify		<u>S</u> ave Data
Certificate <u>fi</u> le	NETira-CA.pfx			
<u>N</u> ormal Port	9090	<u>S</u> ecure Port	10000	Stop Server
<u>G</u> roup ID	datamaxoneil	Print Server <u>V</u> ersion	1.0.1.2	<u>R</u> egister Server
AirWatch Server Configu	ration			Change Password
HMAC Key	dce5c849-8363-4d0c-b087-da2e6941fe	4f		Managarillar
Registration URL	https://do_airwatch.airwatch.com/devic	eservices/peripheralservice/v1/reg	ister	Manage <u>U</u> sers
<u>E</u> nrollment URL	https://do_airwatch.airwatch.com/Devic	ceServices/peripheralservice/v1/er	rolldevice	Manage <u>Printers</u>
Command URL	https://do_airwatch.airwatch.com/Devic	ceServices/peripheralservice/v1/ch	eckin	
Alert URL	https://do_airwatch.airwatch.com/Devic	ceServices/peripheralservice/v1/al	ert 📕	
AirWatch Version	AirWatch 8.0			
Other Settings				
Maximum Number of E	nrollable Printers 1000			
Current Number of Enro	olled Printers 0			
	E la parte	View Activity Logs		

#### **NOTES:**

- The *Stop/Start Server* button can be used to start and stop the NETira-CA. If Normal/Secure port value is changed the user must stop and restart the NETira-CA.
- The *Change Password* button can be used to change the password of the currently logged-in user.
- Only Admin can use the *Manage Users* to add/delete users and/or to reset the password of a user.
- Manage Printers allows admin user to manage currently enrolled printers.
- Check the box next to *Enable Logging* to log all activities. The *Open Logs Folder* button will show you the logged activity file.
- Check the box next to *Enable Data Logging* to log all data transmitted through the networks among NETira-CA printers and the AirWatch Console.

# 4.4 NETira-Printer Service

If NETira-PS software is used instead of NETira-CA, then make sure that NETira-PS Service is added in the Windows services list and also confirm that service is started.

- 1. Go to Windows > Control Panel > Administrative Tools > Services.
- 2. Search for NETira-PS Service in the services list.
- 3. Confirm NETira-PS Service is started as seen below.

Services	100						×
<u>File Action Vie</u>	w <u>H</u> elp						
♦ ♦ 1	Q 🗟 🛛 🖬 🕨 🔲 🕪						
Services (Local)	Services (Local)						
	NETira-PS Service	Name	Description	Status	Startup Type	Log On As	
	Stop the service Restart the service	<ul> <li>Net Driver HPZ12</li> <li>Net.Msmq Listene</li> <li>Net.Pipe Listener</li> </ul>	Receives act Receives act	Started	Automatic Disabled Disabled	Local Service Network Service Local Service	
	Description: Service Instance of NETira Printer Service	Net.Tcp Listener A     Net.Tcp Port Shari     NETira-PS Service	Receives act Provides abi Service Inst	Started	Disabled Disabled Automatic	Local Service Local Service Local Service	
		Netlogon     Network Access P     Network Connecti     Network List Service     Network Location	Maintains a The Networ Manages o Identifies th Collects an	Started Started Started Started	Automatic Manual Manual Manual Automatic	Local System Network Service Local System Local Service Network Service	
۰ III ۲	Extended Standard	Store Int	This service	Started	Automatic	Local Service	-

4. If NETira-PS Service is not started, right click on the service name and choose start option from the context menu.

# 5 Installing .pfx Certificate File for NETira-CA

This step requires that you already have the following:

- Signed Certificate file
- Private Key file for Certificate

To create a .pfx file, combine the Signed Certificate file and the Private Key file. Assign this .pfx file to the Certificate file from the Configuration screen of NETira Connect for AirWatch.

To create the .pfx file:

- 1. Create a new folder. The name of the folder is not important.
- 2. Place the Private Key file and the Signed Certificate file into the new folder.
- 3. Create the .pfx file by using openssl.exe or a similar tool. You can obtain openssl.exe from https://www.openssl.org.

Here is an example of a command line to use with openssl to create the .pfx file:

#### >openssl pkcs12 -export -out NETira-CA.pfx -inkey private.key -in cert.crt

Explanation of the example above:

- NETira-CA.pfx is the name of the .pfx file we are creating to use as the certificate file for NETira-CA
- private.key is the name of the private key of the signed certificate
- cert.crt is the name of the signed certificate file
- 4. After you have created the .pfx file, go to the currently open Configuration screen of NETira-CA.
- 5. Click on the button next to the Certificate file line to browse for the .pfx file.
- 6. Select the .pfx file and click the "Open" button.

		Choose	e Certificate file					
🔄 🅘 👻 🛧 📙 « Local Disk (C:) 🕨 P	ogram Files (x86	) → Datamax-O'Nei	I → NETira Connect	for AirWatch 🗸 🖒	Search NETira Co	onnect f	or Air	Q
Organize 👻 New folder					88	≡ •		
🔆 Favorites	^	Name	^	Date modified	Туре	Size		
Desktop		퉬 html		3/18/2015 9:50 AM	File folder			
Downloads		S NETira-CA.pfx		3/3/2015 5:49 PM	Personal Informati.		7 KB	
Secent places								
Le Google Drive	~							
File name: NETira-CA.	ofx				<ul> <li>Certificate Files</li> </ul>	(*.pfx)		¥
					Onen		Cancel	
					Upen		Lancel	

7. The .pfx file will now be listed in the box next to *Certificate file*.

	NETira Connect	for AirWatch (Configuration) - /	ADMIN	
intServer Configuration				
Print Server <u>U</u> ID	9ab41b5c-070a-4ad8-9a1c-05	iefea6c3d7e		Refresh
<u>A</u> irWatch Notify Point	https://airwatchNETira-CA.com	m:10000/aw-notify		Save Data
Certificate <u>f</u> ile	NETira-CA.pfx			
Normal Port	9090	Secure Port	10000	Stop Server

# 6 Setting Up and Testing Printers

NETira-CT from Datamax-O'Neil is used to get information about and update printers. If you have not already downloaded NETira-CT, do so now by going to the Datamax-O'Neil website at <u>www.datamaxoneil.com</u> > Support & Downloads > Downloads & Drivers and select your product (RL4e or RL3e). Under Software & Tools, select Utility and download NETira CT Configuration Utility, Ver .65 or later.

**NOTE**: The software is not printer specific.

Once the NETira CT Configuration Utility has downloaded, unzip NETira-CT\_Setup-XXXX.zip to install it. Open NETira-CT\_Setup.exe to launch the install program and add a shortcut icon to NETira-CT on your desktop.

	<u> </u>		Customer Center login	Contact us Print page
	datama	by Honeywell	Search	٩
Home About Us Printers & Software	Supplies Support & Downloads Know	ledge Library Where to Buy	About Partners	
	Home > Support & Downloads > Download	is & Drivers >		
Remote Access Support				
FAQ's	Select your product	RL4e	¥	
Standard Warranty				
Service Programs	Technical Downloads	So	oftware & Tools	
D Certified Service Centers				
RMA Request	Accessory/Option Guides	Þ	Drivers	
Discontinued Products	RL 2-Bay Charger	D	SDK	
Varranty Registration	RL Multiple Unit Charging Adapte	<u>16</u>	7 Utility	
Printer Express Request	RL Power Converter		BT Management for Wavelin	k Avalanche
Contact Technical Support	RL Printer Mounting System	0	D-O Package Builder	
	RL Swivel Lock Bracket Kit	0	NETira CT Configuration Uti	lity, Ver .59
			Size: 2853.51 ko Date: 16/07/2014	

# 6.1 Enrolling and Testing a Printer

This section will show you how to enroll a printer and test it to be sure it is communicating properly with the AirWatch Console.

To complete this section, you will need the following:

- The public facing IP address of the WiFi network of the server hosting NETira-CA.
- The normal and secure port number you recorded in Section 4.3, Step 4.
- A printer connected to the network of the host computer running NETira-CT.

#### 6.1.1 Enrolling a Printer with AirWatch

- 1. Click on the NETira-CT shortcut icon on the desktop.
- 2. Click on "Auto Update" in the list under Printer Component on the left.



- 3. On the Auto Update window, perform the following tasks:
  - a. On the Print Server Connection Mode line, select HTTP for normal or HTTPS for secured connection in the New Value column.
  - b. On the *Print Server IP Address* line, type the address of the server hosting NETira-CA in the *New Value* column.
  - c. On the Port line, enter the normal or secure port number recorded in Section 4.3, Step 4.
  - d. On the *Type* line, select "AirWatch" from the drop-down menu in the *New Value* column.
  - e. When done, Click "Send."

<u>File S</u> ettings <u>T</u> ools <u>H</u> elp							
🍰 🔚   🔊 🚠   RS232			- 111 111 © → 🗸 🙆 🖉 1	8 1 B B B A A A	Powe	er Radio On 🛛 🕘	
Printer Component	Auto Up	date					
- Printer Information		Include	Nome	Current Value	Status	New Value	Send
Smart Battery			Reener		M	On	
Media Label			Configuration File Name (255 chars Max.)	VDOMEN IP1/update cfo	0	VDOMENIP1/update.cfn	
Print Control			ETB Eandback Eile Mede	Disabled		Disabled	
	L		ETP Feedback File Subdiractory	"		*	
Sensor Calibration	L		ETP Feedback The Subdifectory				
Miscellaneous	L		ETP Preedback reinplate File	0			
-A Fonts	L		ETP Password (WRITE-ONET)	100 169 00 1		1102 169 00 1	
	L		ETP Convertinative (255 Citats wax.) of it a	152.100.55.1	0	152.100.55.1	
- 🔏 Menu Language Files				21 Idealaurard		21	
Auto Update			FIP Osemanie	Gankyuser Disatau Museu	0	Qankyuser Diantau Alwana	
Avalanche Enabler	L		Menu Name Display Mode alter Auto Opdat	Display Always		Display Always	
W Allwatch			Menu Mame to be displayed alter Auto Opd		0		
General Network	I		Print Message Mode after Auto Update Pro	PrintAlways	0	PrintAlways	
Wireless General Network			Print Message Stored Label for Auto Updat		0		
*i') WIEI						HTTPS	
- 🚯 Bluetooth			Print Server IP Address	192.168.99.1	0	'192.168.99.1'	
			Print Server Name	'DOPS'	0	'DOPS'	
RL4			Print Server Port	10000	٢	10000	
			Printing Mode for Status Message	Print 'Rotate' status mes	0	Print 'Rotate' status mes	
			Security Credential File Format	Default	0	Default	
Carlos Const			TFTP Server IP Address	'0.0.0'	O	'0.0.00'	
		~	Туре	Disable	4	AirWatch	
ALL DOG DO			Upgrade Package Version	'2015/01/14_1432'	O	'2015/01/14_1432'	
	Se	lect All		_	2	Send Auto Update Request	

- 4. Click on the "AirWatch" button in the *Printer Component* menu at left.
- 5. Type in the friendly name for the connected printer in the *New Value* column. When done, click "Send."

Ø		NETira Configuration Tool S	oftware - 1.0.0.65			- 🗆 🗙
Eile Settings Iools Help		•	19.566	P 💩   🌪 Po	wer Radio On 🛛 🔯	-
Printer Component	Airwatch					
System Settings	Include	Name -	Current Value	Status	New Value	🚍 Send
Sensor Calibration	1 1	Printer Name to be used with Airwatch	'DANKY_RL4E_J_2'	0	'DANKY_RL4E_J_2'	
Fonts						

- 6. Remove and reinstall the battery in the printer you are enrolling and restart it. (On printer start up, a printer enrollment request will be sent to AirWatch).
- 7. Click on the AirWatch console.
- 8. Under the *Devices* icon on the left, select *Printers* > *List View* to see the currently enrolled printers. If the friendly name of the printer is on this list, the printer is enrolled.



#### 6.1.2 Testing a Printer with AirWatch

To test whether a printer and the AirWatch console are communicating properly, send the printer a soft reset command. The soft reset command will not change any printer settings. If the printer resets as commanded by the AirWatch console, then the printer and AirWatch console are communicating properly.

1. In the AirWatch console, go to *Devices > Printers > List View* and click on the friendly name of the printer to see the specific details of this printer.

		🜐 Datamax-O'Nei	l/Irvine 🔻		Q. Search AirWatch + + 2 3 Add Saved Account Help
•( <b>:</b> Hub	Dashboard List View	Devices DANK RL4e	> Printers > List View > Y_RL4E_J_2 Ownership: Corporate - Dedicated		● Query ▼ Mare
Devices	> Lifecycle > Profiles	General	Battery Media Label Print	Control System Settings	Miscellaneous Wi-Fi More 🔻
Accounts	<ul> <li>Compliance Policies</li> <li>Certificates</li> </ul>			Туре	Datamax-O'Neil Printer
	> Products			Model	RL4e
Content	v Printers		and the second second	Name	DANKY_RL4E_J_2
<b>22</b>	List View			Model Number	RL4e
Email	Details View			Printer Serial No	DANKY_RL4E_J_2
Telecom	Alerts			Date/Time	03/18/2015 13:51:33
42	> Princer seccings	Status	📀 Enrolled	Boot1 Version	11.00 0000
Groups & Settings	Devices Settings	Last Seen	▲ 3/18/2015 8:54:43 PM	Boot1 Architecture	3.0
		Enrollment Date	3/18/2015 8:48:41 PM	Boot2 Version	12.00 0000
		UDID	DANKY_RL4E_J_2	Boot2 Architecture	3.0
				Version Info	VER: RL4e, 18.05_0062 0004 Mar 15 2015; AVR_VER: 04.2; xAVR_VER: A.14.12.17
				WI-FI MAC Address	008092682800
				WIFI Type	4
				Odometer	0
				Bluetooth Device Address	008092682801
Copyright 2015 ( Ab	ous Powered by <u>AirWatch</u>	<			•

2. Select "More" on the upper right (next to "Query"), and on the drop-down menu click on "Soft Reset" under the *Management* column to initiate a soft reset of the printer.

		🔀 Datamax-O'N	leil/Irvine 🔻				Q 8	earch AirWatch	+ ★ 🔔 🔞 Add Saved Account Help
•( <b>:</b> Hub	Dashboard List View	Device DAN RI 40	s > Printers	List View J_2	> dicated				🔁 Quer 🔽 More
Devices	> Lifecycle	Ксте	ownersnip.	corporate - Dei	ultateu		Query Query All	Management Soft Reset	Admin Change Organization Group
<u>JO</u>	> Profiles	General	Battery	Media Label	Print Control	System Setting		Factory Reset	Edit Device Delete Printer
	<ul> <li>Certificates</li> </ul>				Туре		Data	amax-O'Neil Printer	
Apps & Books	> Products				Mode		RL4	2	
<b>D</b> Contrast	v Printers			-	Name		DAN	IKY_RL4E_J_2	
Concenc	List View			0	Mode	Number	RL4	9	
Email	Details View				Printe	r Serial No	DAN	IKY_RL4E_J_2	

- 3. Click "OK" when asked if you are sure you want to perform the soft reset action on the printer.
- 4. Click "OK" when the message appears indicating the soft reset command was sent to the printer.
- 5. The printer will reboot if the AirWatch console and the printer are communicating properly.

# 7 Creating and Installing Printer Profiles

This section explains how to create and install printer profiles. A printer profile is a set of printer settings that can be applied to other printers to save setup time.

## 7.1 Creating a Printer Profile

- 1. Open and log into the AirWatch console.
- 2. Select the "Devices" icon on the menu on the left, then go to *Printers > Printer Settings > Printer Profiles*.
- 3. From the Printer Profiles screen, click "Add Profile" located directly under the Printer Profiles header to add a new printer profile.

airwatch	console	Datamax-O'Neil	+     ★     ▲     Ø       Add     Saved     Account     Help
Getting Started	Dashboard List View	Devices > Printers > Printer Settings > Printer Profiles	<del>^</del> *
нир	> Lifecycle > Profiles	Add Profile     Inserti-Let     Status     Publish     Publish     Publish     Add Putform     Setting Group     Inter     Inter     Inter     Inter     Inter	j≣ ¢ ₪
Devices	<ul> <li>Compliance Policies</li> <li>Certificates</li> </ul>	Organization Group Datamase Offeli Status Active Publick All Platform: Any Setting Group All	1 Result(s) Found
Accounts	> Products	Active         Profile Name         Type         Platform         Managed By         Published Version         Installed/Assigned           Image: The Design of De	✓ B Q ▼
Apps & Books Content	List View Alerts ~ Printer Settings	Rens 1-1 of 1	Page Size: 50 •
Email Telecom	Printer Profiles Printer Files		
Groups &	Print Server 🔅		
	Devices Settings 🤋		
Copyright 2015   Al	2015 Powered by <u>Airmatch</u>		

4. Click on the Datamax-O'Neil logo.

Add Profile	
74	
do	
Datamax-O'Neil	

5. You will now be on the *General* screen. On the first two lines, fill in the *Name*\* and *Description* of the profile.

			8
Control Control System Settings Control System Settings Control Contr	General Name* Version Description Assignment Type Managed By Assigned Smart Croups Exclusions	Required Field	
		Save & Publish Cancel	

- 6. For Assignment Type, select one of the two choices from the dropdown list:
  - Auto: The profile will be sent automatically to the printers within the Assigned Smart Groups [For information and instructions on using Smart Groups, contact AirWatch].
  - Optional: The profile will be assigned to select Smart Groups, but it must be manually sent to the printers belonging to the selected Smart Groups.
- 7. The Device menu on the left will list a number of profile categories. Any of the items in the profile categories can be reconfigured as necessary. To configure a profile category, select the desired profile category and click "Configure."

General
Media Label
System Settings
C Auto Update
General Network
📼 RS232
🗇 Wi-Fi
Miscellaneous
# Bluetooth
Xert Custom Settings

8. The profile for that profile category will appear with some of the data already populated. Change any settings as necessary. You may need to consult the printer manual to complete some of the fields. Below is the *Media Label* category as an example.

			8
General	Media Label		
Media Label	Units of measure	Imperial •	
Print Control	Present Distance	0	
Graute the deter	Allow Present Backup	×	
Concerned National	Label Length	200	
General Network	Maximum Label Length	1000	
RSZSZ	Sensor Type	Continuous	
Wi-FI	Gap Alternate Mode		
Bluetooth	Label Width	412	
炎 Custom Settings	Paper Out Distance	25	
y Coston Sectings	TOF Precedence		
	Clean Head Counter		
	Stop Location	Auto	
			-
		Save & Publish Cancel	

Here is an example of the typical data that could be used for the Media Label profile:

Units of Measure = I (Imperial) Present Distance = 0 Allow Present Backup = E (Enabled) Label Length = 200 Maximum Label Length = 1000 Sensor Type = C (Continuous) Gap Alternate Mode = D (Disabled) Back After Print = N (No) Label Width = 412 Paper Out Distance = 25 TOF Precedence = N (No) Clean Head Counter = 0 Stop Location = A (Auto)

9. When you have completed entering the desired fields in the profile category, click "Save & Publish."

**NOTE:** AirWatch will immediately send ("push") the printer profiles to the printers belonging to the selected smart groups with an *Assignment Type* of "Auto" set in Section 7.1, Step 6.

## 7.2 Managing Printer Profiles with "Optional" Assignment Type

The following describes how printer profiles should be sent to printers with their *Assignment Type* set to "Optional".

1. From the AirWatch console, navigate to Devices > Printers > Printer Settings > Printer Profiles.

airwatch		🔀 Datamax-O'Neil 🔻			Q Search AlrWatch	+ + 2 2 Add Saved Account Help
~	Dashboard	Devices > Printers > Printer	Settings >			**
	List View	Printer Profiles				
• <del>C</del>	> Lifecycle	Add Profile			Search List	i≣ ¢ ⊯
Hub	> Profiles	Status	Publish	Platform	Setting Group	
	Compliance Policies	Active	AI _	Any	AI _	
Devices	> Certificates	Organization Group: Datamax-O'Neil	Status: Active Publish: All Platform: Any	Setting Group: All		1 Result(s) Found
Accounts	> Products	Active Profile Name	Type Platform	Managed By Publish	ed Version Installed/Assigned	
	~ Printers	Danky_PP_MediaSetting	Auto Datamax-O'Neil Printer	Datamax-O'Neil 2	1/2	B Q V
	List View	items 1-1 of 1				Page Size: 50 •
<u></u>	Alerts					
Contenic	✓ Printer Settings					
Email	Printer Profiles					
and the second	Printer Files					
161600111	Print Server %					
Croups &	Smart Groups					
	Devices Settings					
Copyright 2015   Al	2015 Powered by <u>AirWatch</u>					

2. Click on the magnifying glass icon on the right of the printer profile that you want to install. It must be "Optional" under "Type".

airwatch «	onsole		🗊 Datan	nax-O'Neil / Irvine					Q Search AirWa	ch A	l ★ Id Saved	Account	7 Help
• <b>(</b> ] Hub	v Printers	1	Device: Prin	s > Printers > 1 ter Profiles									<b>*</b> *
9	List View	. 1	O Add	l Profile						Search List		) <u>=</u> c	12
Devices	Details View		Chabin		Duk D		Distant		Cables Cause				
12	Alerts		Active	•	Al	¥	Any	۲	All	T			
Accounts	<ul> <li>Printer Settings</li> </ul>												
Apps &	Printer		Organia	zation Group: Datamax-	D'Neil / Irv	ine Status: Active Publ	ish: All Platform	Any Setting Group	All		2 Res	ult(s) Found	1
Books	Profiles		Active	Profile Name	Туре	Platform	Managed By	Published Version	Installed/Assigned				
Content	Printer Files			Danky_PP_MediaSett	Auto	Datamax-O'Neil Printer	Datamax-O'Neil	2	8/11			~ B Q	V
	Print Server	*		Media_Printer_Profile	Optional	Datamax-O'Neil Printer	Irvine	1	0/2			69	•
Email	Smart Groups	-	Items 1-2	of 2							Page Size	50	-
<b>a</b> -	Devices Settings	* •									Foge Site		÷.
Copyright 2015   Abor	us Powered by <u>AirWatch</u>	<											

3. A list of printers for the selected Smart Group will appear. Click on the arrow down circle icon on the line of the selected printer in order to send the printer profiles to that printer. *Status* column will display "Pending Install" and *Updated* column will display current day/date.



# 8 Sending Install File Commands to a Printer

This section provides guidelines for using the AirWatch console to create a group of files that contain items such as firmware, fonts, graphics, etc. to be sent to printers.

 Download and install the Datamax-O'Neil Package Builder from the Datamax-O'Neil website. Go to <u>www.datamax-oneil.com</u>, select Support & Downloads > Downloads & Drivers. In the dropdown menu to the right of "Select Your Product", select Remote Management and download the file Datamax-O'Neil Package Builder. It must be version 1.0.0.12 or later.

	do		
	claitsmax - cheil by Honeywell	Search	
Home About Us Printers & Software	Supplies Support & Downloads Knowledge Library Where to Buy At	bout Partners	
🗢 Downloads & Drivers	Home > Support & Downloads > Downloads & Drivers >		
D Remote Access Support			
▷ FAQ's	Select your product Remote Management	•	
D Standard Warranty			
Service Programs	Software & Tools		
D Certified Service Centers			
D RMA Request	🤝 Utility		
Discontinued Products	D-O Package Builder		
Warranty Registration	For use with ORMS, NETra RM, MSP Agents, Wavelink, and NETira CT's Auto-Update function.		
Printer Express Request	Size: 500.00 ko Date: 26/03/2013		
Contact Technical Support	Download document		

- 2. Double-click on the downloaded .zip file called PackageBuilder to install the Package Builder and put a shortcut icon on your desktop. Click on the "Package Builder" icon to launch the application.
- 3. Click on the "New Package" button.



4. "Enter a New Package File Name" screen will appear. Select a folder to save the new update package. Enter the name of the update package on the "File Name" line and click "Open."

6	Enter a new pack	kage file name				×
$\textcircled{ \odot }$ $$	Temp → UpdatePackage		Ċ	Search Up	datePackage	Q
Organize 👻 New folder					) = • 🔟	0
<ul> <li>OneDrive</li> <li>Homegroup</li> <li>This PC</li> <li>Desktop</li> <li>Documents</li> </ul>	↑ Name	▲ No items matcl	Date i	nodified earch.	Туре	Siz
Downloads	~ <					>
File name: update.pkg			Ŷ	Update Pa	ackages *.pkg	~
				Oper	n Cance	4 

5. The Manage Update Package screen will appear. Locate and select the desired files and firmware you wish to upload to the printer(s) to create one package for a specific printer and click "Save."

		Manage U	pdate Package			- 🗆 🗙
Information						
Select a Package	F:\Temp\UpdatePackag	e/update.pkg	Packages	E Save		
File Version	00003	Package Version 2015/03/18_1453	Printer Name	RL4	Select	Save As
Firmware Componer	nts					O Done
Firmware	F:\Temp\UpdatePackag	Firmware	Connel.			
Boot1	F:\Temp\UpdatePackag	e\RL4_Boot1_V1.26_S5508.bin		Ver 1.26 0000	Boot 1	Cancel
✓ Boot2	F:\Temp\UpdatePackag	e\RL4_Boot2_V2.26_S5441.bin		Ver 2.26 0000	Boot2	
Configuration Configuration Byte count: 0					Special Character: <soh> 0x01 v <insert character<="" th=""><th></th></insert></soh>	
Fonts Graphics	StoredFormat Database	Files Script Files Menu Files Config Files Web	Page Files   Certificate Fi	les Generic File nytes) TypeValue		
					Add	
				(File Count: 0)	Remove	
Create JSON File	e: F:\Temp\UpdatePack	age\update.pkg.JSN			Browse	
ady						

- 6. Find the folder with the update package files and compress it into a \*.zip file.
- 7. Manually change the file extension from ".zip" to ".dat". AirWatch will not allow ".zip" extensions for files. Make a note of where this file is located because you will need it in Section 8, Step 19.
- 8. In the AirWatch console on the menu on the left, go to *Devices > Printers > Printer Settings > Printer Files*. Then, click on "+ Add New File" at the top of the Printer Files screen.

airwatch	console	🖶 Datamax-O'Neil 🔻	
	Dashboard	Printer Files	
•(: Hub	List View		
	> Lifecycle	Add New File	
Devices	> Profiles	Status Publish	Platform
benees	Compliance Policies	Active All	V Zebra-Printer
Accounts	> Certificates	Organization Group: Datamax-O'Neil Status: Active Publish: All Plate	form: Zebra-Printer Setting Group: All
	> Products	Active File Name Type Platform	Managed By
Apps & Books	✓ Printers	abcFile Auto Zebra-Printer	Datamax-O'Neil
a	List View	Package3 Auto Zebra-Printer	Datamax-O'Neil
Content	Alerts	Items 1-2 of 2	
	✓ Settings		
	Printer Profiles		
8	Printer Files		
Telecom	Print Server 🔅		
Groups &	Settings 🔅		

9. Select Datamax-O'Neil.

Add Profile		
do		
Datamax-O'Neil		

10. On the next screen, name the file. For example, "Update Packet 1."

- 11. Type in any desired description.
- 12. Select "Auto" or "Optional" for Assignment Type.
- 13. Select any desired Smart Groups.
- 14. Click on "File" in the left column and select "Config."

p.	General		
	Name*	UpdatePackage1	
	Version	1	
	Description	Update Firmware Package	
	Assignment Type	Optional	
	Managed By	Irvine	
	Assigned Smart Groups	RL4_RL4e_Smart_Group @ Irvine	
		Start typing to add a smart group	
	Exclusions	No Yes	
		Man Device Assistant	
		View Device Assignment	

- 15. Type the name you want to call the file in "File Name."
- 16. Type any version number you want to use in "File Version."
- 17. For the line Upload New File, select "Upload."

Add New File					8
Ceneral     File	File File Varion* Upload New File*	FirmwareUpdatePackage 1 update.dat	Max Size 100 MB	Upload	
4					-
· · · · · · · · · · · · · · · · · · ·	Save &	Publish Cancel			

- 18. Select "Choose File."
- 19. Click "Browse" and locate the ".dat" file from Section 8.7.
- 20. Click "Open."
- 21. Click "Save."
- 22. The ".dat" file will show under Upload New File.
- 23. Click "Save & Publish."
- 24. Screen will show a list of the printers in the selected Smart Groups that will receive the new files.

View Device Assignment 😵						
			Assignment Status All	•	Filter Grid	⊃ ¢
Assignment Status	Friendly Name	User	Platform / OS / Model	Phone Number	Organization Group	
Unchanged	DANKY_RL4E_J_2	dankyt	DataMaxONeilPrinter / / RL4	e	Irvine	
Items 1-1 of 1					Page Size: 20	T

- 25. Click "Publish."
- 26. Screen will show a list of the printer files. Click on the magnifying glass icon next to file with Type: Optional to install.

		🔀 Datamax-O'Neil / In	vine 🔻		Search AirWate		dd Saved Account Help
•@	> Lifecycle	Devices > Printers	> Printer Settings >				<b>*</b> *
Hub	> Profiles	Printer Files					
ġ	> Compliance Policies	Add New File				Search List	== C ±
Devices	> Certificates	Status	Publish	Platform	Setting Group		
Accounts	> Products	Active	• Al •	Any	• [AI	•	
	v Printers	Organization Group: Data	amax-O'Neil / Irvine Status: Active	Publish: All Platform: Any Set	ting Group: All		5 Result(s) Found
Apps & Books	List View	Active File Name	Type Platform	Managed By Published Ver	sion Installed/Assigned		
Content	Details View Alerts	UpdatePackage1	Optional Datamax-O'Neil Printer	Irvine 1	0/1		✓ B Q ▼
🔀 Email	v Printer Settings						
8	Printer Profiles						
Telecom	Printer Files						
** -	Print Server 🔅 👻						

27. Click on the arrow down circle button to install the files.



28. The LCD screen on the printer will show the progress/status of the installation and the File status in AirWatch will be labeled as Installed upon completion.

# **9** Receiving and Testing Alerts from a Printer

In this section, you will conduct a test to confirm that the AirWatch console receives alerts from the printer.

- 1. In the AirWatch console, using the menu on the left, go to Devices > Printers > List View.
- 2. Select the printer you want to test from the list.

	List View	List	View				*
eders ≻	Lifecycle	Filters					C 😝 Search List
	Profiles		Last Seen	Friendly Name	Туре	Model	Organization Group
counts >	Compliance Policies		-				
	Certificates	۹,	4d	RL3_35298010	Datamax-O'Neil Printer	RL3	Irvine
ooks >	Products		-	_			
ntent ~	Printers	Q.	4d	RL3_35298002	Datamax-O'Neil Printer	RL3	Irvine
-	List View	-	-	-			
meil	Details View	Q	23h	RL3_35298011	Datamax-O'Neil Printer	RL3	Irvine
a lecom	Alerts		_				
35	Printer Settings	9.	4d	DANKY_RL3_017	Datamax-O'Neil Printer	RL3	Irvine
oups &	Devices Settings	-	_				
10000 A		9	22h	RL3_35298008	Datamax-O'Neil Printer	RL3	Irvine
		0	7m	DANKY_RL4E_J_2	Datamax-O'Neil Printer	RL4e	Irvine

3. Click on the lower "More" tab and select "Alerts" from the drop-down menu.

		Datamax-O'N	eil/Irvine 🔻		(9, Search Ain	Vatch + * 2 8 Add Saved Account Help
• <b>(</b> Hub	Dashboard List View	Devices DAN RL4e	Frinters List View KY_RL4E_J_2 Ownership: Corporate - Dedic	ated		🖲 Query 💌 More
Devices	> Lifecycle	General	Rattery Media Lahal	Print Control Sustam Sattings	Miscellaneous Wi-Fi &	lone *
LL Accounts	<ul> <li>Compliance Policies</li> </ul>		buttery media caber	The control system seconds	HISCHARCOLD WITH IN	Auto Hodate
	> Certificates			Туре	Datamax-O'Neil Printe	General Network
	> Products			Model	RL4e	Bluetooth
Content	Y Printers			Name	DANKY_RL4E_J_2	R5232
	List View			Model Number	RL4e	Custom Settings
	Details View			Printer Serial No	DANKY_RL4E_J_2	Profiles
Telecom	Alerts			Date/Time	03/18/2015 14:32:22	Files
	> Printer Settings			Boot1 Version	11.00 0000	Alerts
🔆 Groups &	Devices Settings	status	© Enrolled	Boot1 Architecture	3.0	
Settings		Last Seen	▲ 3/18/2015 10:13:14 PM	A Boot? Version	12.00.0000	

4. A list of possible alert types will be displayed with the current status of each for that printer.

		Datamax	O'Neil/Irvine 🔻				( Search A	itWalkh + Add	* 1 0
+(] Hub	Dashboard List View		vices > Printers ANKY_RL4E_ 4e Ownership: C	List View > J_2 orporate - Dedicated					Query T More
8	> Lifecycle								
Devices	> Profiles	General	Battery Med	ia Label Print Contro	l System Settings Miscellan	eous Wi-Fi	Alerts		
Accounts	> Compliance Policies							( Search Lie!	¢
	> Certificates								
	> Products	Status	Sample Time		* Alert Type			Severity	
	at Balabase	0	3/18/2015 6:14:05 P	4	ADCError			'	
	· Phaters	0	3/18/2015 5:03:25 P	M.	Paper Out			1	
	List View	0	3/18/2015 5:03:25 P	4	Ribben Out			1.	
Email	Details View	0	3/18/2015 5:03:24 P	4	Head Too Hot			1	
0	11-12-	0	3/18/2015 5:03:25 P	d.	Cutter Jammed			1	
Telecom	Alerta	0	3/18/2015 5:03:26 P	4	Clean Printhead			1	
	> Printer Settings	0	3/18/2015 5:03:29 P	и	Media Low			1	
*	Devices Settings		3/18/2015 5.03:28 P	4L)	Ribbon Low			1	
Settings		0	3/18/2015 5:03:29 P	4	Battery Low			1	
		0	3/18/2015 5:03:24 P	и	Head Open			1	
		0	3/18/2015 5:03:25 P	ч	Tof Fault			1	
		0	3/18/2015 5:03:25 P	и	Scenner Fault			1	
		0	3/18/2015 5:03:25 P	a	Verifier Fault			1	

- 5. Physically open the media door on the printer and leave it open. Be sure the printer is powered ON.
- 6. Wait 10 seconds and then press the "F5" key on the computer keyboard to refresh the screen.

7. 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 that printer.

		Datamax	O'Neil / Irvine 🔻				+ + Add Saved Account Help
•đ Hub	Dashboard List View		vices > Printers > List V ANKY_RL4E_J_2 4e   Ownership: Corporate	flow 🖇			O Query 🔻 More
Devices	> Lifecycle					-	
	Profiles	General	Battery Media Label	Print Control System Settings Miscellaneous W	HFI Alerts		
	> Compliance Policies					C Sewich List	c ·
	> Certificates						
	> Products	Status	Sample Time	* Alert Type		Severity	
		4	3/18/2015 6:28:09 PM	Head Open		1	
Content	* Printers	0	3/18/2015 6:14:05 PM	ADCError		1	
-	List View	0	3/18/2015 5:03:25 PM	Paper Out		1	
Email	Details View	0	3/18/2015 5:03:25 PM	Ribbon Out		1	

- 8. Close the media door on the printer.
- 9. Wait 10 seconds and then press the "F5" key on the computer keyboard again to refresh the screen.
- 10. After the screen refreshes, you should see the "Head Open" alert, but the orange triangle with an exclamation mark should have been 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 AirWatch console.

		Dat	amax O'Neil /	ivine -					(Q. Search)		+ *		() Help
+@ Hub	Dashboard List View	H.	Devices > DANKY RL4e Ov	Printers > List V _RL4E_J_2 www.ship:Corporate	iew > - Dedicated						O Que	my 🔻 M	are.
Devices	Lifecycle Profiles	Ger	ieral Batte	ry Media Label	Print Control	System Settings	Miscellaneous	WI-FI	Alerts *				
Accounts >	Compliance Policies Certificates									Clearch List		C	Î
Books + > 1	Products	+ Statu	6 Sampl	e Time		# Alert	Type			Severity			
Comproper (1973.) allowed	inserti anno	0	3/18/2	015 6:29/02 PM		Head	Open			1			
and a second second	A DESCRIPTION OF THE OWNER OWNER OF THE OWNER OWNER OF THE OWNER OWNE					10.00						_	

**NOTE:** Both the *Status* icon and the *Sample Time* will update on the *Alerts* screen each time the status changes.

# **10 Managing Datamax-O'Neil Printers from AirWatch**

This section coves the management of Datamax-O'Neil printers from AirWatch console by sending Query All, Soft Reset and Factory Reset Commands.

## 10.1 Query All

Displays printer attributes and settings on a detail page on AirWatch console.

1. Go to *Devices > Printers > List View* and a list of printers will appear. Select the desired printer by clicking its friendly name.

+C Dashboard Hub List View	Devices > Printe				
일 > Lifecycle	Filters >				Search List
> Profiles	Last Seen	Friendly Name	Туре	Model	Organization Group
counts > Compliance Policies	a. <mark>4</mark> 4	DANKY_RL3_017	Datamax-O'Neil Printer	RL3	Irvine
ppt & Products	A 23h	RL3_35298008	Datamax-O'Nell Printer	RL3	Irvine
Dist View		DANKY_RL4E_J_2	Datamax-O'Neil Printer	RL4e	Irvine
Details View					

2. Click on the upper "More" tab to the right of the printer friendly name and select "Query All."

		Datamax-O'Neil,	/Irvine 🔻		Q. Search AirWatch	Add Saved Account Help
+C Hub	Dashboard List View	Devices DANK	<ul> <li>Printers &gt; List View &gt;</li> <li>Y_RL4E_J_2</li> <li>Ownership: Corporate - Dedicated</li> </ul>			• Query Mare
Devicer	> Lifecycle				Query Managemer Query All Soft Reset	nt Admin Change Organization Group
11	Profiles	General B	attery Media Label Print (	Control System Settings	Miscellan Factory Reset	Edit Device Delete Printer
	> Compliance Policies					
	> Certificates			Туре	Datamax-O'Neil Printer	
	> Products		and	Model	RL4e	
0	v Printers			Name	DANKY_RL4E_J_2	
CONCERC.	List View			Model Number	RL4e	
Email	Details View			Printer Serial No	DANKY_RL4E_J_2	
8	Alerts			Date/Time	03/18/2015 14:32:22	
	> Printer Settings			Boot1 Version	11.00 0000	
	Devices Settings	Status	© Enrolled	Boott Architecture	3.0	
Groups & Settings		Last Seen	A 3/18/2015 10:28:11 PM	B. Alleria	13.00.0000	
		Enrollment Date	3/18/2015 8:48:41 PM	Bootz Version	12.00 0000	
		UDID	DANKY DI 4E 1 3	Boot2 Architecture	3.0	
		UDID DANKT_RL4E_J_2	Version Info	VER: RL4e, 18.05_0062 0004 Mar AVR_VER: 04.2; xAVR_VER: A.14.1	15 2015; 12.17	
				Wi-Fi MAC Address	008092682800	
				WIFI Type	4	
caption soca ( A	COLD POWERSD by Arrestation	V.			0	

3. After 10-15 seconds, hit the F5 key to refresh the screen and a list of updated printer attributes and settings will appear.

# 10.2 Soft Reset

Sends command to reboot the printer but not change any settings.

1. Go to *Devices > Printers > List View* and a list of printers will appear. Select the desired printer by clicking its friendly name.

Watch console	<b>G</b> 0.	itamax-O'Neit,	/ Irvine *					
C Dashboard	Der	vices > Print						
Hub List View	LIS	st view						
Lifecycle	Filte	rs >				6 🛤	Search Lit	h.
> Profiles	1.0	Last Seen	Friendly Name	Туре	Model	Organization Gr	que	
punts > Compliance Pr	olicies a	4d	DANKY_RL3_017	Datamax-O'Neil Printer	RL3	Irvine		
> Certificates		-						
> Products	9	23h	RL3_35298008	Datamax-O'Neil Printer	RL3	Irvine		
Printers								
List View		îm	DANKY_RL4E_J_2	Datamax-O'Neil Printer	RL4e	Irvine		
nail Details Viev								

2. Select "Soft Reset" from upper "More" button drop-down menu under "Management."

		Datamax-O'Neil	/Irvine 👻			9	Search AirWalch	+ * 2 0 Add Saved Account Help	
+C Hub	Dashboard List View	Devices DANK BL4e 0	Printers > List View > /_RL4E_J_2 www.ership: Corporate - Dedicated					0 Query More	
Devices	Lifecycle     Profiles     Compliance Policies	General B	attery Media Label Print (	Control System Settings Mi	iscellane	Query Query All	Management Soft Reset Factory Reset	Admin Change Organization Group Edit Device Delete Printer	
	> Certificates			Туре	Data	max-O'Neil I	Printer		
	> Products		and a second	Model	RL4e				
() Content	* Printers			Name	DAN	KY_RL4E_J_	2		
	List View			Model Number	RL4e				
Email	Details View			Printer Serial No	DAN	KY_RL4E_J_	2		
	Alerts			Date/Time	03/11	3/2015 14:3	2:22		
	> Printer Settings			Boot1 Version	11.00	0000			
Groups &	Devices Settings	Status	© Enrolled	Boot1 Architecture	Architecture 3.0				
		Last Seen	▲ 3/18/2015 10:28:11 PM	Boot2 Version	12.00	0000			
		Enrollment Date	3/18/2015 8:48:41 PM	Boot2 Architecture	3.0				
		UDID DANKY_RL4E_J_2	DANKY_RL4E_J_2	Version Info	VER:	RL4e, 18.05 VER: 04.2; x	015;		
				Wi-FI MAC Address	0080	92682800			
Copyright 20111 A	beat Present by Advanta			WIFI Type	4				
	and the second s			Odematers	0			•	

3. Printer will reboot.

# **10.3** Factory Reset

Restores factory setting for printer attributes.

1. Go to *Devices > Printers > List View* and a list of printers will appear. Select the desired printer by clicking its friendly name.

Dashboard List View	<ul> <li>Devices &gt; Print</li> <li>List View</li> </ul>				•
> Lifecycle	Filters >				🖒 🛤 Search List
> Profiles	Last Seen	Friendly Name	Туре	Model	Organization Group
unts > Compliance Policies	۹. <mark>4</mark> d	DANKY_RL3_017	Datamax-O'Neil Printer	RL3	Irvine.
> Certificates	a Z3h	RL3_35298008	Datamax-O'Neil Printer	RL3	Irvine
tent View		DANKY_RL4E_J_2	Datamax-O'Neil Printer	RL4e	Irvine
oil Details View					

2. Select "Factory Reset" from the upper "More" button drop-down menu under "Management."

airwatch	console	🖨 Datamax-O'Neil /	Irvine 🔻			9	Search AirWatch	+ ★ 1 0 Add Saved Account Help
• <b>G</b> Hub	Dashboard List View	Devices > DANKY RL4e 0	Printers > List View > /_RL4E_J_2 wnership: Corporate - Dedicated					Query   More
Devices	> Lifecycle					Query Query All	Management Soft Reset	Admin Change Organization Group
11	Profiles	General B	attery Media Label Print	Control System Settings M	liscellane		Factory Reset	Edit Device Delete Printer
Accounts	Compliance Policies     Certificates			Туре	Data	max-O'Neil	Printer	
Apps & Books	> Products	(		Model	RL4e			
() Control	v Printers			Name	DAN	KY_RL4E_J_	,2	
-	List View			Model Number	RL4e			
	Details View			Printer Serial No	DAN	KY_RL4E_J_	2	
Telecom	Alerts		Date/Time		03/1			
	> Printer Settings	-		Boot1 Version		11.00 0000		
Croups &	Devices Settings	Status	C Enrolled	Boot1 Architecture	3.0			
		Last Seen	▲ 3/18/2015 10:28:11 PM	Boot2 Version	12.00	0000		
		Enrollment Date	3/18/2015 8:48:41 PM	Boot2 Architecture	3.0			
		UDID	DANKY_RL4E_J_2	Version Info	VER:	RL4e, 18.05	0062 0004 Mar 15 2	015:
					AVR	VER: 04.2; >	AVR_VER: A.14.12.17	
				Wi-Fi MAC Address	0080	92682800		
-				WIFI Type	4			
Control of the second	and movements with the	1		Adventure .	0			•

3. All currently installed attributes and settings will be replaced by factory attributes and settings.

# Appendix A: Definitions and Alerts

# A-1 Definitions

**AirWatch Notify Point:** Address (or URL) at which NETira-CA receives all the requests (or Notifications) from AirWatch.

**Connection Mode:** Type of connection between NETira-CA and Printers, secure (HTTPS) or normal (HTTP).

**Factory Reset:** Command to restore the factory setting for a printer. Factory Reset will not alter the Networking Settings (e.g., Wi-Fi setting of the printer is remained the same).

FQDN: Fully Qualified Domain Name.

Group ID: The ID associated with an Organization Group of AirWatch.

**HMAC Key:** Hash-based Message Authentication Code – AirWatch generates this key automatically for each Print Server.

**NETira-CA:** NETira Connect for AirWatch – Middleware software solution that allows AirWatch to manage Datamax-O'Neil printer.

**NETira-CT:** NETira Configuration Tool – Software program for configuration of the Datamax-O'Neil printer.

**PFX File**: Personal Information Exchange File – In NETira-CA context, this file contains the Certificate and Private Key information.

**Print Server UID:** A unique ID to represent an instance of NETira-CA (or Datamax-O'Neil Print Server) on AirWatch.

Signed Certificate Files: Certificate signed by a known Certificate Authority.

Private Key File: Information used to decrypt the cipher data.

Registration URL: Address (or URL) that NETira-CA uses to register itself to AirWatch.

Soft Reset: Command to reboot the printer.

**System Files:** Files on printer including LUA Script file, JSON Menu File, Configure File, and Database File.

Trusted Certificate Authority: Known organization that issues Certificates.

## A-2 Alerts

SL No	Alert Description	Alert
1	Print-head is not locked-on position	HEAD OPEN
2	Print-head temperature reached above max.	HEAD TOO HOT
3	Top-of-form not found	TOF FAULT
4	Out of paper	PAPER OUT
8	Verifier fault	VERIFIER FAULT
10	A/D conversion error	ADC ERROR
11	Dma faults	DMA FAULTS
12	Software faults	SW FAULT
13	PIP position fault	POSITION FAULT
14	Head needs cleaning	CLEAN PRINTHEAD
15	Dots out after dot check	BAD DOTS
16	Stop signal asserted	STOP SIGNAL
17	RFID fault	RFID FAULT
19	Soft headup fault	CLOSE HEAD LATCH
20	Motor temperature reached above max	MOTOR HOT
21	Invalid data	INVALID DATA
22	Battery voltage too low to move paper	BATTERY VOLT TOO LOW
23	Battery missing	BATTERY MISSING
24	Print-head temperature is above the ambient temperature	HEAD WARM
26	Low voltage warning	LOW VOLTAGE
27	TPH 24v high	TPH HIGH
28	Power down	POWER DOWN
29	Head needs cleaning	HEAD NEED CLEANING
30	Ribbon is below the fixed threshold	REWINDER FULL
31	Head mismatch	HEAD MISMATCH
32	Motor temperature is above the ambient temperature	MOTOR WARM
33	Media low sensor	MEDIA LOW
34	Battery charge low	BATTERY LOW

# **Appendix B: Troubleshooting**

## **B-1 NETira-CA Troubleshooting Messages and Solutions**

NETira-CA Registration	
Error Message	Cause/Solution
"Registration failed: (500)InternalServerError"	Occurs when incorrect data sent to AirWatch from NETira-CA. Enter correct values (Print server UID, Group ID, Registration URL) and try registering Print server.
"Registration failed: (400)Bad Request"	Occurs when incorrect data sent to AirWatch from NETira-CA. Enter correct values (Registration URL) and try registering Print server.
	Occurs when authentication provided, but user does not have access requested. AirWatch provided HMAC key for particular print server has to be used in NETira-CA configuration window.
"Registration request failed: (403)Forbidden"	Occurs when Print server UID provided in the NETira-CA does not match with UID of Print server added in AirWatch. Provide correct Print server UID which is added in AirWatch console.
	Occurs when Group ID provided in NETira-CA does not match with Group ID set in AirWatch under Organizational group details (Groups & settings-> Groups->Organizational groups). Provide correct Group ID which is provided in AirWatch console.
Printer Enrollment	

Error Message on Printer UI	Cause/Solution
"Enrollment request Failed"	Occurs when "Print Server IP Address", "Port Number" and "Print Server Connection Mode" configuration on printer are incorrect. Reconfigure printer with correct values and try to enroll printer.
	Occurs when NETira-CA is not registered with AirWatch. Register NETira-CA with AirWatch and enroll printer.

NETira-CA Logs		
Error Message on UI	Cause/Solution	
	Occurs when Print Server Connection Mode is set to secure connection (HTTPS) and Certificate files are not installed. Printer will enroll but will not be able to receive and respond to commands from NETira-CA. Install Printer Certificate files in the correct Printer Module path and Restart the printer.	
Printer : Command error: (Printer is not connected or not alive.)	Occurs when printer has lost Network IP. Check the Wi-Fi configuration on the printer. Check if the network that is being used is active.	
	Occurs when Print server IP, Port Number, Print Server Connection Mode and AutoUpdate type is modified on the printer. Re-configure the printer with correct settings and reboot.	
	Occurs when CLC terminal is open for printer by other interfaces. Close CLC terminal used by other interfaces.	
Printer : Command error: (Connection to printer is failed in between!) for device	Occurs when printer has lost Network connection during package/profile download or Printer Query. Restore the Network Connection of the printer.	
Error : A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond	Occurs after firmware upgrade using AirWatch autoupdate. NETira CA will acquire connection with printer after upgrade and reboot.	
<i>"MDM, Wrong command payload received."</i>	Occurs when AirWatch sends command request other than Reset, ResetDefaults, Delete, PrinterQuery, InstallProfile, InstallFile. NETira-CA application version is outdated. Install the new version of NETira-CA.	
<i>"MDM, Alert request&lt; AlertType&gt; <alert.item> failed, from device <deviceid>"</deviceid></alert.item></i>	Occurs when printer is deleted from AirWatch console and Printer Delete Notification is missed at NETira-CA. Re-enroll the Printer if it is to be added to AirWatch Reconfigure the printer [Set Auto-update type to a value other than AirWatch (5)].	
<i>"Printer, Wrong enrollment request received."</i>	Occurs when Printer has sent incorrect payload values in enrollment request. Firmware is outdated. Update printer firmware.	
MDM, Enrollment request failed, from device <printeruid></printeruid>	Occurs when enrollment URL is incorrectly set on NETira CA. Register NETira-CA application again with AirWatch.	
"Printer, Wrong status alert received from DeviceID: <printeruid>"</printeruid>	Occurs when printer has sent incorrect payload values in the Alert request. Firmware is outdated. Update the printer firmware.	

## **B-2 HTTP Status Codes**

Status Code	Cause
200 Ok	Indicates HTTP GET or HTTP POST was successful.
401 Unauthorized	Indicates that printer either needs to authenticate with the server or failed to authenticate with the remote server.
403 Forbidden	Indicates that the authentication was provided and 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.

# right by our customers 🔳 🔳

datamax-o'neil