

## Simplify Office Printing:

How Dell printer tools enable organizations to achieve an efficient print environment.



Dell Open Printer Driver



Dell Proximity Printing Solution



Dell OpenManage™ Printer Manager v2

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## Introduction

Imagine a single driver that enables you to print from any brand of printers you desire; a smart interface that brings the nearest print services to you based on where you are; or the ability to manage all your printer assets and resources with ease from a unified and personalized management dashboard.

Dell enables unparalleled business efficiency through flexible and innovative technologies that help businesses streamline their printing needs — whether you are a small business or large organization with multiple locations.

In businesses today typical printer fleets consist of a myriad of brands and models addressing different needs; they are networked and set up differently across departments and some may even be managed separately and isolated from shared resources. The simple task of on-demand printing wherever you are within the organization can become a complicated process of model discovery, driver downloads, installation, and testing.

### Just press “print”

Administrators can spend more time installing and maintaining printer drivers than on any other task in the IT environment. And printer management gets even more expensive when you add network workload and storage requirements to the equation. Such inefficiencies and wasted time is amplified in smaller, faster-moving small-and-medium businesses (SMBs), who demand the most flexibility, the highest value, and the least complexity from their IT systems.

Traditionally a typical office environment sees a variety of printer drivers — multiply their file sizes by a few times and pretty soon you’ve got a big workload. And while some universal print drivers do exist, they may be limited in functionality, and require multiple downloads to support different printed languages. As a result, IT administrators have to allocate tremendous resources to support users on the installation of drivers.

### Dell Open Print Driver (OPD): One driver to many printers

Dell OPD is designed to simplify diverse, multimodel laser-printer driver deployment and maintenance. Specifically, Dell OPD supports network printers with printer command language (PCL) or PostScript® (PS) engines. And, at less than 5 MB, the Dell OPD doesn’t skimp on features, starting with an easy-to-use and friendly interface that enables you to:

- Restrict or disable printer discovery and specific printer functions, such as mono printing on color printers.
- Match specific printers with specific printer profile settings and functions.



“Dell’s OPD supports both PCL and PostScript in what’s effectively one driver, a trick that cuts the number of drivers you need in half.”

M.David Stone,  
ITChat BERTL<sup>1</sup>, December 2010

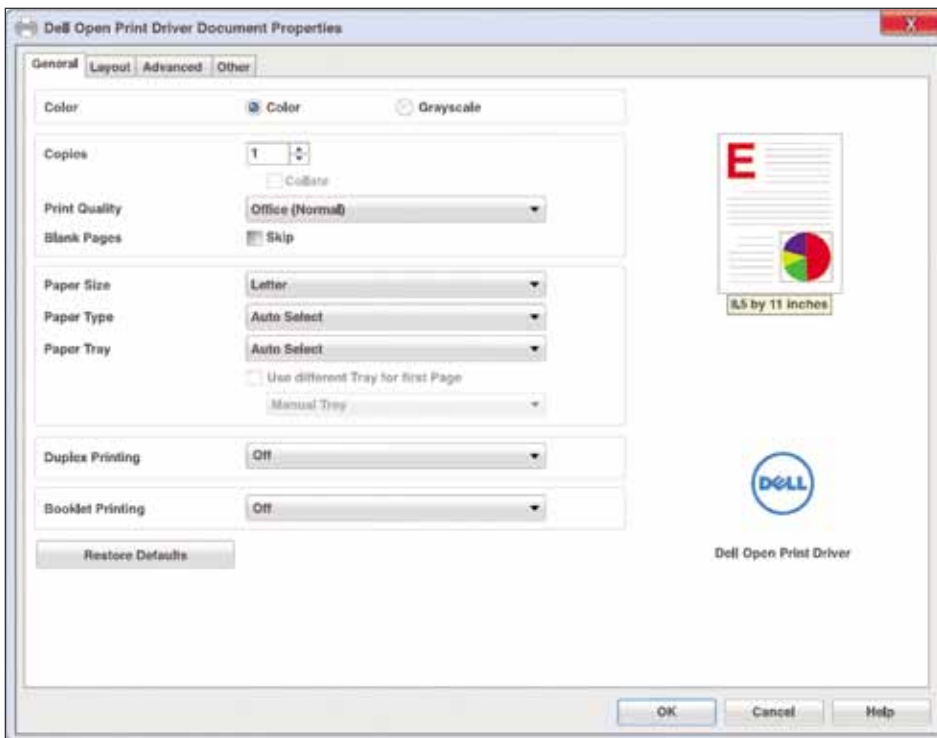
Most importantly, Dell OPD keeps the individual and small-group printer user in mind, allowing printer personalities and even new printer languages to be added or updated easily and efficiently. This, combined with a friendly user interface to select printer features and installed accessories delivers a seamless and unsurpassed user experience, and it helps busy SMBs who want to simply get their new printer working straightaway.

<sup>1</sup> BERTL, ITehat, “Dell’s Open Print Driver”, December 2010

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Figure 1. Dell OPD features a simple and friendly user interface that allows users to send print jobs to different supported networked printers.



## Location-based printing

Let's start thinking a little bigger in scale — say a company with locations in various regions, and more than a couple of floors at each location. The single biggest trend that has empowered today's executive is mobility — allowing us to access and leverage corporate information and resources from wherever we are.

But what good is mobile computing, without mobile printing? Away from your desk at another department two floors down, and have a need to print? Chances are you may have difficulty locating and using a printer, and may lose valuable time with the multiple steps it takes to set up a printer resource. Dell Proximity Printing Solution (DPPS) brings a whole new perspective to printing on-the-go.

## Access any printer, wherever you are

DPPS is a free, downloadable application designed to help you easily access any nearby printer resource on the network, regardless of its brand or location — utilizing a dynamic, graphical map of your enterprise network that automatically highlights the location of printing devices closest to you, and further lets you know specific printer features available to you.

With DPPS, you can:

- Print to any printer closest to you.
- Print ahead of your destination.
- Work in both wired and wireless roaming environments.

## How does DPPS work?

After an administrator configures building/floor maps with the printers assigned to the network, DPPS uses the wireless network in your building to determine the location of your laptop or PC, and then designates the printer that is closest to you — think of it as a pseudo “smart GPS” for printer resources within your organization.



And because DPPS also performs as a universal print driver, it is designed to convert any print job data to a format that any printer will understand before transmitting that data to the printer of your choice. So what's needed?

- One single server installed with DPPS (or virtual) plus the DPPS package installed on user laptops.
- DPPS Server domain (active directory) and a network in which to run.

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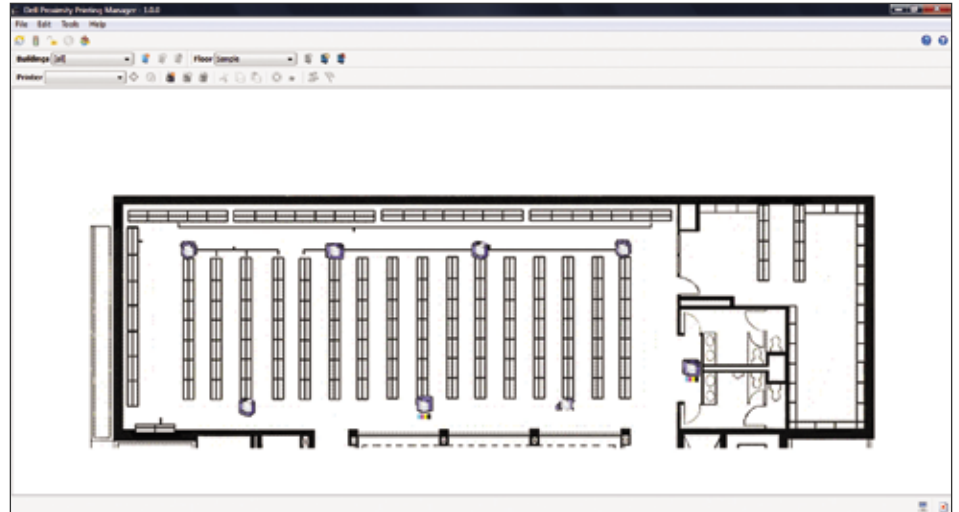
- Security policies that leverage DPPS's ability to assign specific user rights to various print jobs.
- Systems are to be part of the domain. This solution is based on using wireless data to gain proximity data and so it requires wireless access points (see supported technologies).



“The benefits (of Dell Proximity Printing Solution) to mobile users are clear: print from anywhere on location to different models without installing print drivers.”

Lyra Research<sup>2</sup>, June 2010

**Figure 2.** By displaying office floor layouts with unique printer icons, DPPS allows users to locate and select desired printer resources quickly and easily.



## See the bigger picture

Dell OPD and DPPS provide unsurpassed convenience, mobility, and productivity for end-users. But behind seamless printing services — especially in larger organizations and networks — is an entire value chain that needs to be managed. From device jams and maintenance, to consumables resupply and capacity allocation — the many different small tasks needed add complexity to IT administrators, who must also manage other organizational IT assets.

## Balancing costs and service levels

According to Gartner<sup>3</sup>, organizations can reduce their office printing spending by 10% to 30% through active management. In order to balance operational costs savings and the need to ensure high availability and service levels to printer users across the organization, IT departments must be able to track and

maintain in real time the available print devices on the network.

Such real-time access, combined with automated reporting tools, will allow administrators to quickly deploy break-fix services and consumables replacement to minimize work disruption. In addition, administrators must be able to easily provision and manage when, where and how users can leverage print devices based on print control management and protocols.



<sup>2</sup> "Printing Solutions Trump New Hardware in Dell's Printing Imaging Announcement", June 22, 2010.

<sup>3</sup> Gartner, "Why you should manage your office printing", June 23, 2010.

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## Dell OpenManage™ Printer Manager: Printer management made easy

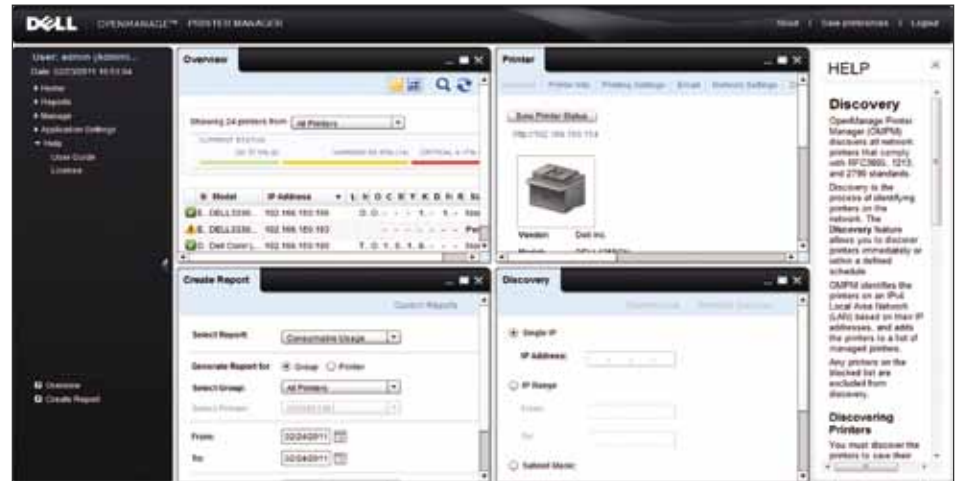
Designed for IT departments and administrators, the Dell OpenManage™ Printer Manager v2 (OPPM) is a powerful printer management tool to monitor, manage and report on the status of your network printers (Dell and non-Dell brand printers) quickly and easily.

Dell OPPM's unique widget interface allows administrators to personalize information and reports that are most important to them – in a single unified graphical dashboard. As a web-based application, this means that from wherever they are with just a web browser, IT administrators now have quick access to real-time data and printer status reports for decision making and preventive actions.

## Cut network clutter to what really matters

Dell OPPM gives a crisp “fisheye” overview of the entire printer ecosystem where printer status and error alerts are easily identifiable by different color codes. With a simple click in the management panel, administrators can dive straight into printer configurations and identify problematic areas. Dell

Figure 3. OPPM allows IT administrators to easily create personalized information dashboard with its friendly windows-based user interface.



OPPM can also be configured to help reduce clutter from the thousands of “smart” SNMP messages coming from other devices, by filtering warnings and alerts for specific critical fault conditions and selectively sending those alerts to designated administrators. This helps spread responsibilities across stretched IT helpdesk resources, thereby allowing them to respond appropriately and proactively to any printer issue.

## Allows consolidated proactive reordering of consumables

Most organizations have a heterogeneous printer ecosystem to meet the diverse demands for printing, copying, faxing and scanning. This set

up makes stockpiling the right mix and quantity of consumables for different printer models a challenge. Dell OPPM makes it manageable by monitoring toner levels, predicting when toner will run out based on usage patterns, and preparing a consolidated report that can be scheduled to execute at regular intervals, and sent to the appropriate stakeholders.

With this information, administrators can identify printers with low consumable supplies and take proactive reordering measures, rather than reacting after the fact, resulting in downtime. These alerts become even more powerful and efficient when administrators can be directed to Dell toner consumable supplies online for reordering.



Designed for IT departments and administrators, the Dell OpenManage™ Printer Manager v2 is a powerful printer management tool to monitor, manage and report on the status of your network printers, quickly and easily.

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## Get help in making business decisions

Because Dell OMPM captures useful printer data points on an individual device basis — from configuration and feature-set data, to printer alerts and warnings — administrators can leverage the built-in database to build valuable trend reports that help analyze:

- **Individual or Group Consumables Usage** — helps determine device cost efficiency and regulate resupply schedules.
- **Printer Loading** — helps drive important investment decisions in line with the print, fax, scan and copy demands in the organization. This data can also support other decisions such as relocating printers from low to high usage areas, and justify equipment replacement or upgrade.

## Keep your printer fleet up and running with OMPM

Dell's unique experience with many enterprise customers brings a myriad of advantages that make implementation and roll-out of OMPM quick and hassle-free, based around the following best practices:

- **Have the computing resources available.** Target a new or existing system with adequate capacity in spare disk space and processing units.
- **Name your devices and create groups.** Set individual device names and locations, and if you are managing devices by department, leverage groups to represent that collection of devices for easy management.
- **Establish automated alerts.** Use OMPM's automated alerts to minimize downtime from replenishables, or from device failures.
- **Discover your devices regularly.** As users add or remove devices to the network, you will want to ensure that OMPM will be able to manage the new devices as well.

- **Backup and clean.** As with any computing system, regular backups and database optimization will ensure that OMPM always performs in top condition.
- **Future proof with templates.** OMPM allows for open, flexible templates of both Dell and non-Dell devices to be added to enable complete monitoring support.
- **Leverage reports for business efficiency.** OMPM delivers comprehensive default and customizable reports to help ensure that business decisions are made with the latest and most accurate information.



## Make printing part of business efficiency

The Dell printer tools (Open Print Driver, Proximity Printing Solution and OpenManage™ Printer Manager v2) help you completely rethink how you use printers — you're no longer tethered to a desk, specific printer locations or even a particular brand of printers. Dell printer tools offer unsurpassed experiences across all levels from end users and department heads, to larger scale IT administrator functions.

And it's all free. The Dell family of printer tools can be downloaded at no cost. Support services are provided to Dell customers with valid printer Limited Hardware Warranty<sup>4</sup>.

<sup>4</sup> For a copy of Limited Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or visit [www.dell.com/warranty](http://www.dell.com/warranty).

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	 <b>Dell Open Printer Driver</b>	 <b>Dell Proximity Printing Solution</b>	 <b>Dell OpenManage™ Printer Manager v2</b>
<b>Description</b>	Single universal printer driver tool	Map-based print device locator and setup utility tool	Standalone management software for monitoring and reporting status of printers on the network
<b>Target Organizations</b>	Small to Large Enterprises	Medium to Large Enterprises	Medium to Large Enterprises
<b>Operating Environment</b>	<p><b>Server OS Support:</b> Windows Server® 2003 (32/64 bits), Windows Server® 2008 (32/64 bits), Windows Server® 2008 R2</p> <p><b>Client OS Support:</b> Microsoft® Windows® - XP/XP Pro (32/64 bits) with SP1, Vista (32/64 bits), Windows® 7 (32/64 bits)</p> <p><b>Application Publishing:</b> Citrix Presentation Server XenApp 4.5/5.0</p>	<p><b>Server OS Support:</b> Linux (Ubuntu/SuSE/RHEL)®, CUPS with custom packages, Kerberos® version 5, Apache®/PHP/MySQL®, Printer Command Language (PCL)/ Graphics Device Interface (GDI)/ Postscript 3 Language</p> <p>Supported Protocols: TCP/IP; SNMP; HTTP, LPD, IPP.</p> <p><b>Client OS Support:</b> Windows XP SP2+ (32 and 64 bit), Vista (32 and 64 bit), Windows® 7 (32 and 64 bit), Windows Server® 2003 (32 and 64 bit), Windows Server® 2003 R2 (32 and 64 bit), Windows Server® 2008 (32 and 64 bit), Windows Server® 2008 R2 (64 bit) Terminal services for 2003 and 2008.</p>	<p><b>Server OS Support:</b> Windows 2008 (32/64 bit) with installation of 32 bit optional package, Windows Server® 2003 (32/64 bit), Windows® 7 Business, Ultimate Windows Vista Business, Ultimate Windows XP Pro</p>
<b>Supported Printers</b>	<p><b>Dell models supported but not limited to:</b> Dell 7130cdn, 7330dn, 5530dn, 5535dn, 5350dn, 5330dn, 5310n, 5230dn, 5210n, 5130cdn, 5110cn, 3330dn, 3333dn, 3335dn, 3135cn, 3130cn, 2335dn, 2330dn, 2230d, 2145cdn, 2155dn, 2150dn, 1130n and future Dell networked printers.</p> <p><b>Other branded printers:</b> Compatible with non-Dell networked printers which have PCL or Postscript™ engines.</p>	<p><b>Dell models supported:</b> Dell 5350dn, 5330dn, 5310n, 5230n, 5210n, 3335dn, 3333dn, 3130cn, 3115cn, 2335dn, 2330dn and 2145cn.</p> <p><b>Other branded printers:</b> Compatible with non-Dell networked printers which have PCL or Postscript™ engines that can print using Port 9100, LPD/LPR or IPP. Additionally, a printer that has drivers for Linux Common Unix Print Service (CUPS) can be used with DPPS server.</p>	<p><b>Dell models supported:</b> Dell 7130cdn, 7330dn, 5530dn, 5535dn, 5350dn, 5330dn, 5310n, 5230dn, 5210n, 5130cdn, 5110cn, 3330dn, 3333dn, 3335dn, 3115cn, 3130cn, 2355dn, 2335dn, 2350dn, 2330dn, 2145cdn, 2135cn, 2130cn, 1320c Network, 1235cn, 2155cn/cdn, 2150cn/cdn, 1355cnw, 1355cn, 1350cnw, 1135n, 1130n and future Dell network printers.</p> <p><b>Other branded printers:</b> Network Printers with Embedded Web Server (EWS) with customized OMPM templates<sup>5</sup> have full access to Dell OMPMv2 functions. Network Printers with EWS without OMPM templates<sup>5</sup> and Network printers without EWS are supported via SNMP with only limited access to OMPM functions.</p>
<b>Software Download</b>		<p>Go to <a href="http://www.dell.com/printingsolution">www.dell.com/printingsolution</a> for download details</p>	
<b>More information</b>	<a href="http://www.dell.com/opd">www.dell.com/opd</a>	<a href="http://www.dell.com/printingsolution">www.dell.com/printingsolution</a>	<a href="http://www.dell.com/ompm">www.dell.com/ompm</a>

Table 1. Technical specification for Dell Open Print Driver, Proximity Printing Solution and OpenManage™ Printer Manager V2.

<sup>5</sup> Templates creation instructions are given in the User Guide.

## For more information

For more details on Dell printers and tools, visit [DELL.COM/printers](http://DELL.COM/printers)

If you are interested in installing Dell printer tools, or if you have questions about Dell printer tools, contact your Dell sales team and ask for a print management consultant. For complete information on using Dell printer tools and features, see additional information available on the individual software download page.

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