



## Local IT Process to Install PrintSmart Device

**Step 1:** Client Manager/ Local IT will coordinate with Zeno team to schedule, install and train on new –redeploy equipment.

**Step 2:** Usually within 5 days before the planned installation Zeno representative will email the device MAC address along with a copy of the VLAN process to the IT contact listed on the “new device request” form.

**Step 3:** Local IT will be responsible for submitting MyIT ticket requests to UF IT, <https://my.it.ufl.edu/CherwellPortal/UFITServicePortal>

**Step 4:** Click on End-Point Computing and choose Printing.

- a) Next click on PrintSmart Server and VLAN for all Xerox requests.
- b) Select **Add a Printer** from the drop down menu
- c) Please include all relevant information into one ticket.

**Step 5:** Local IT will locate and submit the following information into the UF IT support request.

- a. Floor number
- b. Room number / Building number
- c. Network jack number
- d. MAC Address
- e. Provide DNS name for device to be registered. This DNS will only be used on new/redeployed Xerox printers.
  - i. Example for DNS entry - Xerox 8900 in SSRB room 202 for dept. CNS:
    1. cns-ssrb202-prt-8900-1.mfd.ufl.edu
  - Example for DNS entry – two Xerox 8950s in ECOB room 115 for dept. DOE
    1. doe-ecob115-prt-8950-1.mfd.ufl.edu
    2. doe-ecob115-prt-8950-2.mfd.ufl.edu
- f. Coordinate date and time with Network Services and customer to move current device to new VLAN.

**Step 6:** Once UFIT receives request, UFIT will reserve new IP address and assign DNS name for new device.

**Step 7:** Local IT is responsible for the following:

- a. Setting the proper SNMPv3 for all new / redeployed PrintSmart devices.
- b. Print queue creation on print Server
- c. Help with VLAN port switch over
- d. Escalation point for install day.

**Step 8:** Zeno is responsible for the following:

- a. Deliver, confirm paper path test
- b. Confirm device configuration
- c. Work with local IT to confirm printing and scanning set up

**Step 9:** Local IT emails Zeno to verify reporting and properly configure the change in the FMAudit application. Local IT will include the printer IP address and Serial number. Once the system is functional and on the VLAN, please notify Zeno via email to the following address: [ZOS360Support@zenosolutions.com](mailto:ZOS360Support@zenosolutions.com) .

Revised February 2019

Sample of myIT Request below



You're about to submit a ticket in the category of PrintSmart Server and VLAN, which falls under End-Point Computing and Printing.

That's not what I wanted! (/sc/)

Please fill out the following information so that we can better assist you. Fields marked with an asterisk (\*) are required for submission.

Describe the issue or request you have: \*

Installation of a new PrintSmart device

What type of request do you have today?

Add a printer

For single printer deployments, please fill out the details in the form below.

For multiple printer deployments, feel free to fill out individual tickets for each deployment. If you would prefer, please attach a document that lays out the information listed above for each individual deployment to this ticket.

Floor Number: \*

2

Room Number: \*

Room 202

Network Jack Number: \*

ELM 1162

MAC Address: \*

9F934G2955CB

Printer Model Number: \*

Model 3655

Departmental name: \*

College of Engineering

Est. Date of Delivery: \*

3/18/18

Attachments that will help us help you:

We'll be sending emails to [duetjen@ufl.edu](mailto:duetjen@ufl.edu), but what's the best number for us to reach you at?

(352-294-1162

Are you submitting on behalf of, or involving,

- another user? \*Yes  No

