



Local IT Process to Upgrade / Downgrade a PrintSmart Device

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

Step 2: Approximately 5 days before the planned installation, Zeno MPPM (Freddie Guadalupe) will email the device MAC address to the named IT contact.

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. Next click on PrintSmart Server and VLAN for all Xerox/Zeno requests. Please include all relevant information into one ticket.

Step 5: Next, you will want to request a new IP address in the same range as the old printer. Please include the following:

- a) New Printer name
- b) New MAC Address
- c) Location of New Printer (Bldg and Room), and network jack # (using same port as old printer, allowing old printer to continue working on the network until new printer is setup and ready).

Step 6: Attach any supporting documents

Step 7: Click to submit request

Step 8: When new printer is installed and working, contact Network Services to remove old printer IP address.

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