BRAdmin Professional 4

User's Guide

Copyright

Trademarks

Important Note

Some functions may not be available depending on the model.

Table of Contents

1 Introduction

1.1 Overview

BRAdmin Professional 4 is an application for managing devices and monitoring their status.

Select one of these views on the main screen by clicking one of the tabs along the top menu bar:

● Dashboard
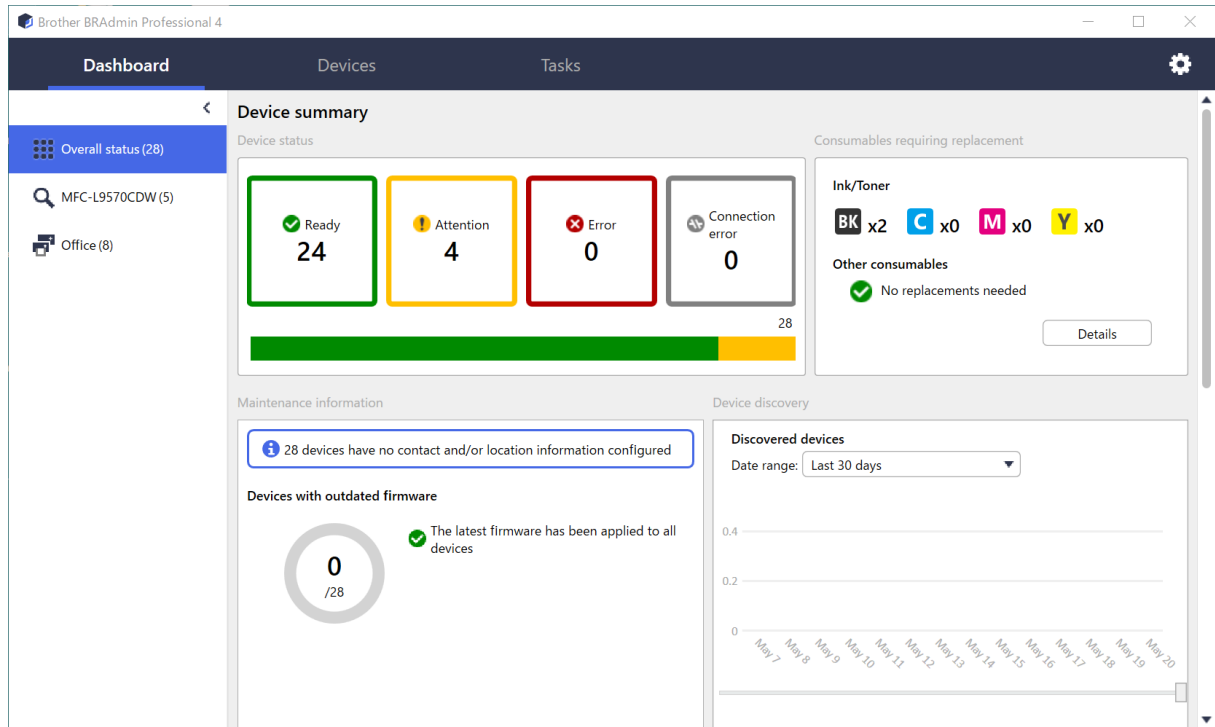
The **Dashboard** screen appears upon startup and displays information including the status of all managed devices, information about supplies and if they require replacing, the maintenance information, discovered device status, print volume information, the latest Autoconfiguration tasks, and more.

● Devices
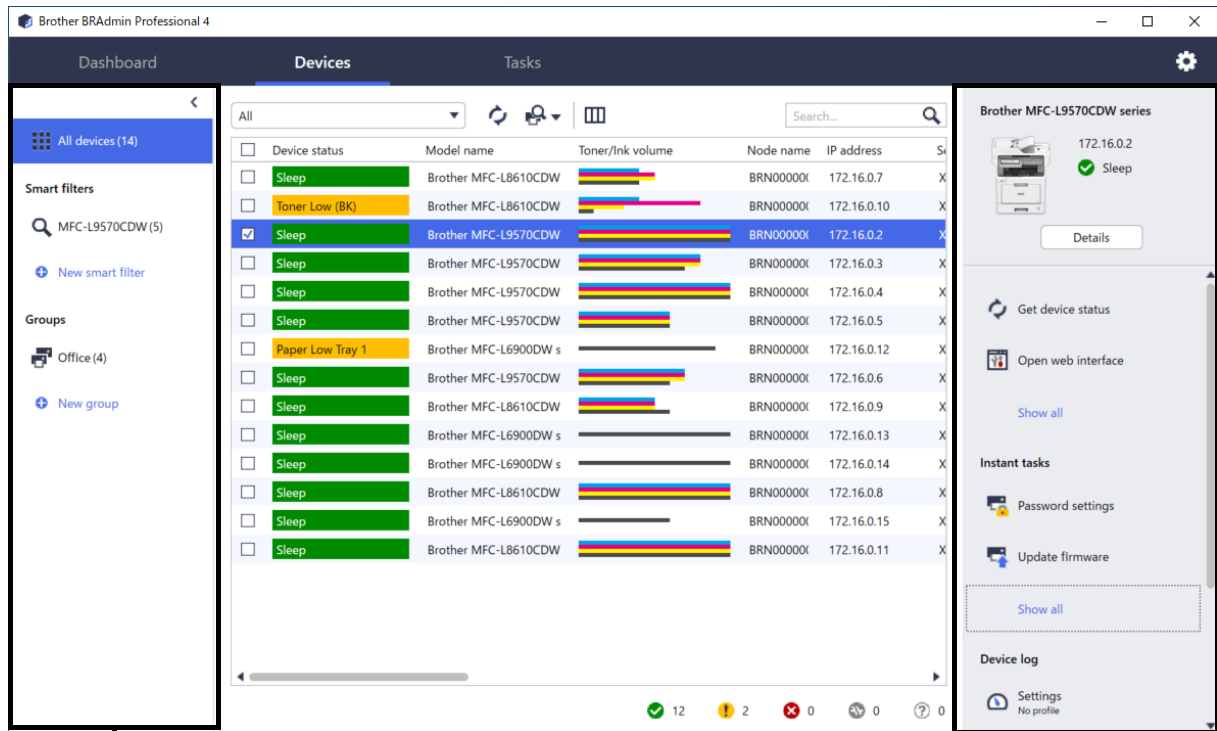
Left pane   Right pane

The **Devices** screen displays device names, status, and other information.

- To create device groups, click **New group** in the left pane.
- To create smart filters, click **New smart filter** in the left pane.
- To perform actions or execute tasks, select one or more devices, and then select the action or task you want from the right pane.

To expand the list of available actions or tasks in the right pane, click **Show all**.
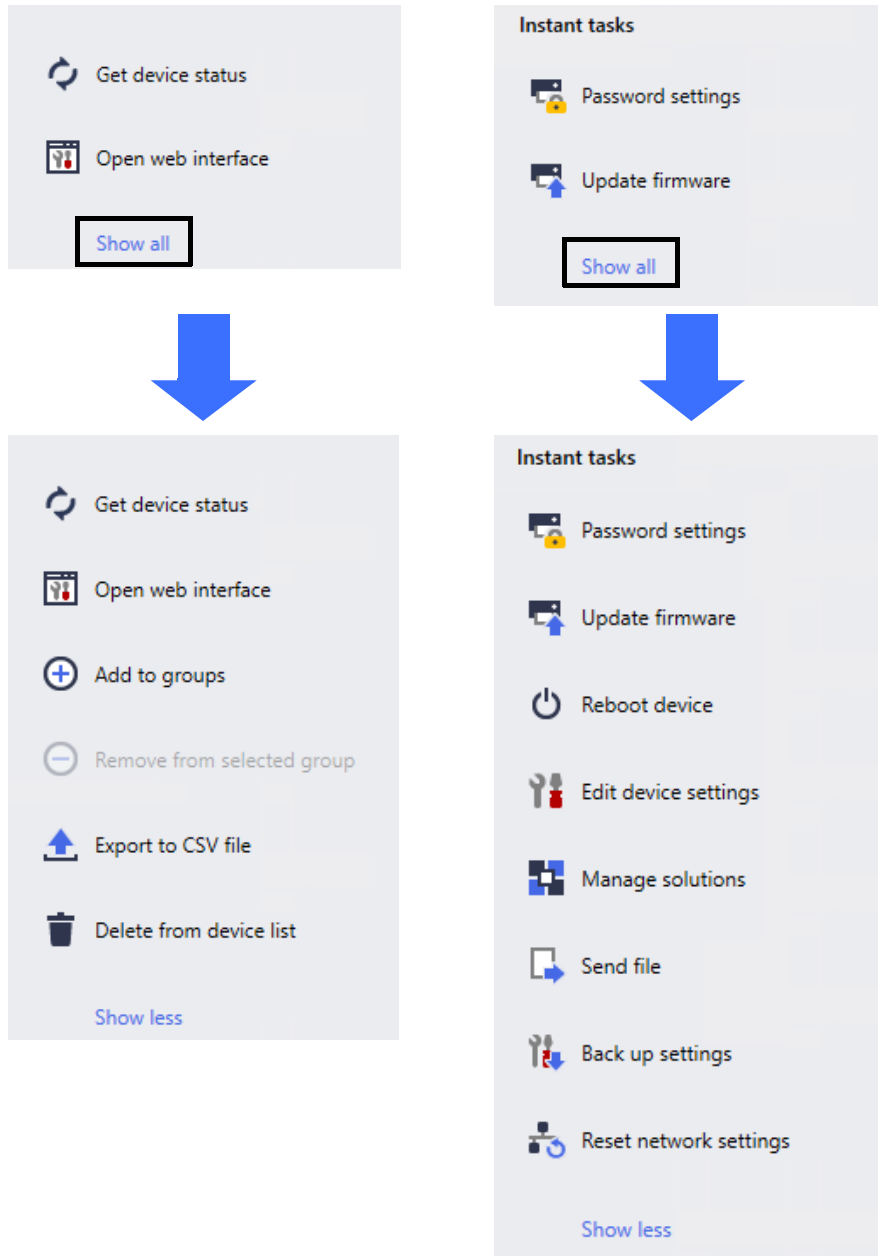
- Tasks

View a list of tasks, in-progress or pending, as well as a log of completed tasks. Select a specific task from the list to view more information and available actions in the right pane.

- Application Settings

Click ⚙ in the upper-right to change the application settings and to create or edit task profiles.

1.2 System Requirements

Operating Systems	Windows 7 SP1/Windows 8.1/Windows 10 (32-bit and 64-bit) Windows Server 2012 or later (64-bit)
Additional Software	.NET Framework 4.7.2 or later

2 Manage Devices

Click **Devices** in the top menu bar to display the Device list where you can manage your devices.

2.1 Discover New Devices

The application updates the Device list upon startup. If you cannot find your target device in the list, do one of the following:

1. Click the discovery button [icon] to run a search for active devices.

2. Click the discovery button's drop-down arrow [icon] and select one of the following:

   - **Discover Devices**

     [pencil icon] To schedule automatic device discovery, configure the schedule settings in **Application settings** > **Device discovery**.

     Click **Discover devices** to add any new network-connected and USB-connected Brother devices to the device list based on the discovery method and settings. For more information, see *7.2 Configure the Device Discovery Settings*.

   - **Discover Specific Devices**

     [pencil icon]
     • To find specific devices in the list, enter a keyword in the search box.
     • To update the device status, click [icon].

     Click **Discover specific devices…** to add a specific network-connected device (based on its IP or node name) or USB-connected device (Keyboard Shortcut: Insert).

2.2 Group and Filter Devices

Create a device group or filter in the left pane, and then select it to list specific devices:

- **Smart filters**

Select devices that meet the criteria of the smart filter. Click **New smart filter** and list the criteria you want in the **Conditions:** field, such as model name, serial number, or location. You can also import a specific text file listing the filtering criteria you want.

- **Groups**

Select the devices you grouped together. To add a device to an existing group, select the target device and click **Add to groups** in the right pane. For more information, see *3.3 Add Devices to Groups*.

2.3 View Device Status

Select a device or group to view its status and information.

- To check the Toner/Ink volume or for detailed machine information, click **Details** in the right pane.
- To filter the devices by status, select a status from the drop-down list in the toolbar. **All** is selected by default.
- To show or hide specific columns, or change their order, click ▥ .
- To list available actions and tasks, right-click one or more devices.
- To check the number of devices that require attention or display errors, see the following icons in the lower right:

✅ Ready

🔗 Connection error

⚠️ Attention

❌ Error

❓ Unconfigured device

2.4 Perform Actions and Tasks

Select one or more target devices from the Device list, and then select an action or instant task from the right pane. You can also assign the Device log and Device notification tasks, with creating the profiles if needed.

> 🖊 • To view information about a single device, select it, and then click **Details** in the right pane.
> • The available actions and tasks may vary depending on the selected device.
>
> For more information about the right pane, see *1.1 Overview*.

For more information, see:

- *3 Actions*
- *4 Instant Tasks*
- *5 Scheduled Tasks*

3 Actions

Perform the following actions by right-clicking the device and selecting the option you want or by selecting the device and using the right pane:

3.1 Get Device Status

To update the selected device's status:

1. Select one or more devices.
2. Click **Get device status**.

3.2 Open Web Interface

To customize the device's settings, including security and network settings:

1. Select one or more devices.
2. Click **Open web interface**.

3.3 Add Devices to Groups

To add one or more devices to a group:

1. Select one or more devices.
2. Click **Add to groups**.
3. Select the target group or groups from the **Select groups:** field, or create a new group using the **New group...** button.

   You can also drag and drop devices from the Device list to the target group.

3.4 Remove Devices from Groups

To remove one or more devices from a group:

1. Select one or more devices.
2. Click **Remove from selected group**.

   This action may be unavailable if all devices or the devices included in a Smart filter are selected.

3.5 Export the Details of Selected Devices

To export the details of the selected devices to a CSV file:

1. Select one or more devices.
2. Click **Export to CSV file**.
3. Specify the destination folder and file name.

   The CSV files list only the items visible in the Device list, according to their order.

3.6 Delete Devices from the Device List

To delete one or more devices from the device list:

1. Select one or more devices.
2. Click **Delete from device list**. (Keyboard Shortcut: Delete).

4 Instant Tasks

Perform the following Instant tasks by right-clicking the device and selecting the task you want or by selecting the device and using the right pane:

- Unlike scheduled tasks, Instant tasks take immediate effect. For more information, see *5 Scheduled Tasks*.
- (Network-Connected Devices only) You must have the selected device's password to perform an instant task.
- If an instant task is unavailable for the selected machine, it may not be supported.

4.1 Password Settings

1. Select one or more devices.
2. Click **Password settings**.
3. Do one of the following:

   Change the default login password

   a. Select the **Set a password for unconfigured devices** radio button.

   b. Type the password you want in the **New password:** and **Confirm new password:** fields.

   Change the current password

   a. Select the **Change device password** radio button.

   b. Type the current password in the **Current device password:** field.

   c. Type the new password in the **New password:** and **Confirm new password:** fields.

4. Click **Apply**.

If the "Already set" error occurs, the password has already been used. Try a different new password.
Avoid using the following passwords as your administrator password:
- access
- initpass
- The "Pwd" located on the back of your machine

4.2 Update Device Firmware

1. Select one or more devices.
2. Click **Update firmware**.
3. Select the **Update to the latest version.** check box.
4. Type the **Device password:** for password-protected devices.
5. Click **Start**.

If the latest firmware is available, the application downloads it and updates the target device's firmware automatically.

To check for the latest firmware version without automatically updating it, clear the **Update to the latest version.** check box.

4.3 Reboot Devices

1. Select one or more devices.
2. Click **Reboot device**.
3. Type the **Device password** for password-protected devices.
4. Click **Reboot device**.

4.4 Edit Device Settings
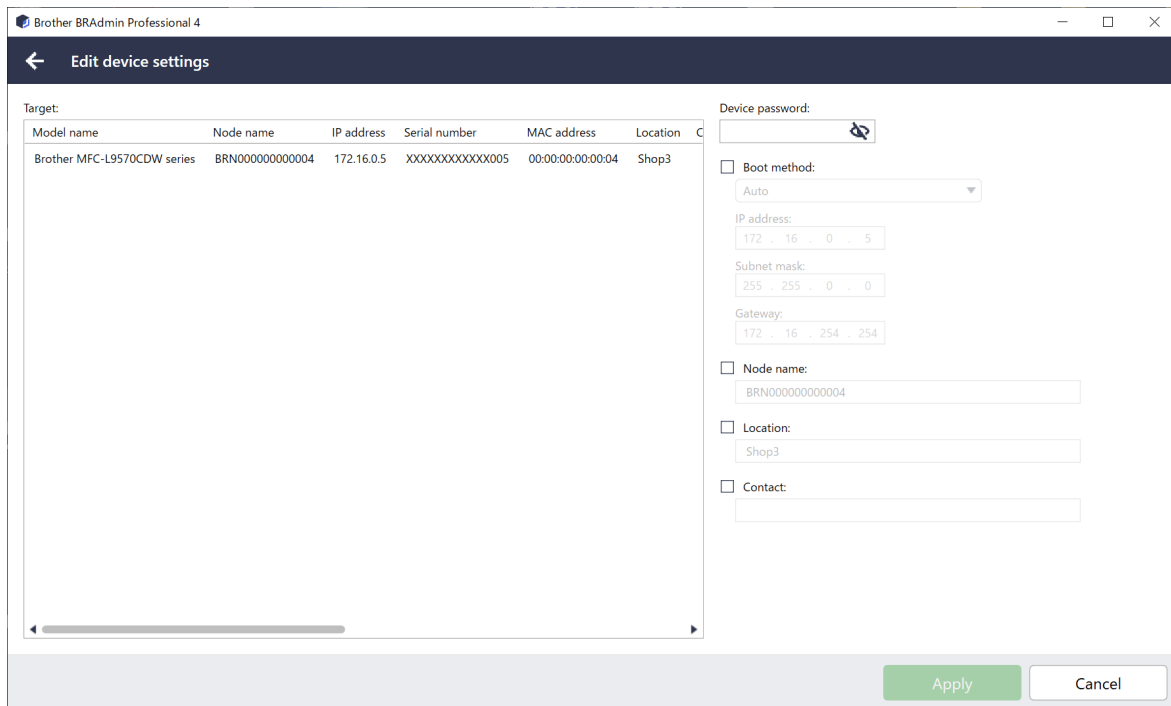
To edit device settings, do the following:

1. Select one or more devices.
2. Click **Edit device settings**.
3. Type the **Device password**.
4. Specify the settings you want:
   - Boot method (network-connected devices only)
   - Node name (network-connected devices only)
   - Location
   - Contact
   - New device password (network-connected devices only)
5. Click **Apply** to save the settings.

4.5 Activate Custom Software Solutions

A valid license file is necessary for this task. A license file can contain many activation codes, allowing solutions to be activated on many devices simultaneously. You can send license files to activate custom software solutions on the target devices. If you do not have one, contact your local Brother office.

1. Select one or more devices and click **Manage Solutions**.
2. Type the **Device password**, if needed.

3. Do one of the following:

    If you have a license file: Select the **License file:** radio button, and then type the file name in the field below, or click the **Browse…** button to select the license file.

    If you have license codes: Select the **License code (20 digit number):** radio button, and then type the license codes in the field below.

    Multiple codes can be entered, one license code per line.

4. Click the **Browse…** button next to the **Save the result file to:** field and specify where to save the result file. You can also copy and paste folder paths into this field.

5. Click **Apply**.

4.6 Send Files to Devices

To send a file to the target device (for example a PRN or EDPK file), do the following:

1. Select one or more devices.
2. Click **Send file**.
3. Type the **Device password**, if needed.
4. Specify the file to send to the target device.
5. Click **Send**.

> To send device settings files such as EDPK files, a device password is required.

4.7 Back Up Settings

To save the settings of the target device as a DPK file, or an encrypted EDPK file, do the following:

1. Select one or more devices.
2. Click **Back up settings** in the right pane.
3. Click the **Browse…** button next to the **Save to:** field and specify where to save the backed-up settings file. You can also copy and paste folder paths into this field.

4. In the **Backup setting items:** field, select either **All**, or **Selected:** to specify the necessary items.

5. Select the **Exclude** check box to not include the device-specific settings, such as the IP address, node name, in the backed-up file if needed.

6. Click **Back up**.

- Do not change the file name if you want to deploy the backup file via a USB flash drive. USB deployments require a specific file name format.
- To perform this task, a device password is required.

4.8 Reset Network Settings

To reset your network settings, do the following:

1. Select one or more devices.

2. Click **Reset network settings**.

3. Select the network settings you want to reset to their default values. For example:
    - IP address
    - Node name
    - Location
    - Contact

4. Type the **Device password**, if needed.

5. Click **Reset**.

5 Scheduled Tasks

The following tasks provide you with the necessary device information according to the predetermined schedule.

5.1 Device Log

Retrieves the Device log, which includes information such as page count, device status and supplies information (log entry items), sends the device log via email or saves the log file in a specific destination folder according to the predetermined schedule.

5.2 Device Notification

Monitors the target device by periodically retrieving its status. If there are any errors or changes in status, the application sends error and change notifications via email.

> One email per device or status change is sent.

5.3 Device List

Retrieves the device information in the Device list, sends the device list information via email or saves it to the file in a specific destination folder according to the predetermined schedule.
For more information about configuring device list tasks and email server settings, see *7 Application Settings*.

5.4 Device Master Settings

Monitors the target device periodically and recovers the device's specific settings if settings are accidentally changed. (Available for the models that support JSON schema files.)
To always update the device's firmware automatically, select the **Update to the latest firmware** check box.
For more information about the device master settings, see *7 Application Settings*.

5.5 Assign Device Log/Device Notification Profiles

To perform the Device log/Device notification tasks, assign a task profile to one or more devices.

1. Select one or more devices from the Device list. The right pane appears.
2. Click **Settings** from either the **Device log** or **Device notification** menu.
3. Select the profile you want to assign from the **Profiles:** field.

Before clicking **Apply**, you may need to do the following:

- If there is no profile available, or if you want to edit the profile you selected, click **Edit**. Then, you can create a new profile or edit the selected profile in **Application settings**.
- If a message appears indicating that the email server settings are not configured, or if you want to edit already-configured email server settings, click **Email server settings**. You can configure the settings in **Application settings**.

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4. Click **Apply**.

6 Task Monitoring

To monitor the status of active tasks and check the results of completed tasks, click **Tasks** in the top menu bar.

The following task categories are listed in the left pane:

- **Instant tasks**
- **Device log**
- **Device notification**
- **Device list**
- **Device master settings**
- **Autoconfiguration**

The number displayed next to each task category indicates the number of active tasks.

6.1 Check the Task Status

To display the tasks and their status, select a task category in the left pane. The information displayed may vary depending on the task type.

To display task properties and actions in the right pane, select a task from the Task list.

The application uses the following notification icon colors:

- Blue: A new task has been created
- Orange: An error has occurred

- To filter the tasks in the Task log by status, select the status from the **Task log** drop-down list.
- To search for a task in the Task log, enter its keyword in the search box.
- The notification icon and footer area indicate whether you have a newly created task. The footer also indicates whether an Action is ongoing or completed and if an error has occurred.

Notification Icon

6.2 Monitor Tasks

To monitor, stop, or retry Instant tasks, click **Instant Tasks** and then do one of the following:

1. Select an active task in the **Current task** field and click one of the following in the right pane:
   - **Details**: Check the task's status and details.
   - **Stop**: Stop the task.
2. Select a completed or interrupted task in the **Task log** field and click one of the following in the right pane:
   - **Details**: Check the status of completed tasks or try to perform a task again if it was interrupted by an error.
   - **Delete**: Delete a task.

To manage tasks, click **Device log**, **Device notification**, **Device list**, or **Device master settings** and then do one of the following:

1. Select an active or inactive task profile in the **Current task** field and click one of the following in the right pane:
   - **Settings**: Display and edit the task's settings.
   - **Send test Email**: Send a test email.
   - **Deactivate/Activate**: Deactivate active tasks or activate inactive tasks.
   - **Run now**: Run the task immediately.
2. Select a completed or interrupted task profile in the **Task log** field and click one of the following in the right pane:
   - **Details**: Check the status of completed tasks.
   - **Open application log**: Check the task details.
   - **Delete**: Delete the selected Task log item.

6.3 Autoconfiguration

Use this task to find devices that meet the set criteria and automatically configure them (for example, **Password settings** and **Update firmware**). You can also schedule discovery by selecting a specific day and time.

Unlike the other profiles created in **Application settings**, the **Autoconfiguration** profiles are created by opening the **Tasks** screen, and then clicking **New autoconfiguration task…**.

You can monitor the existing **Autoconfiguration** tasks in the **Tasks** screen.
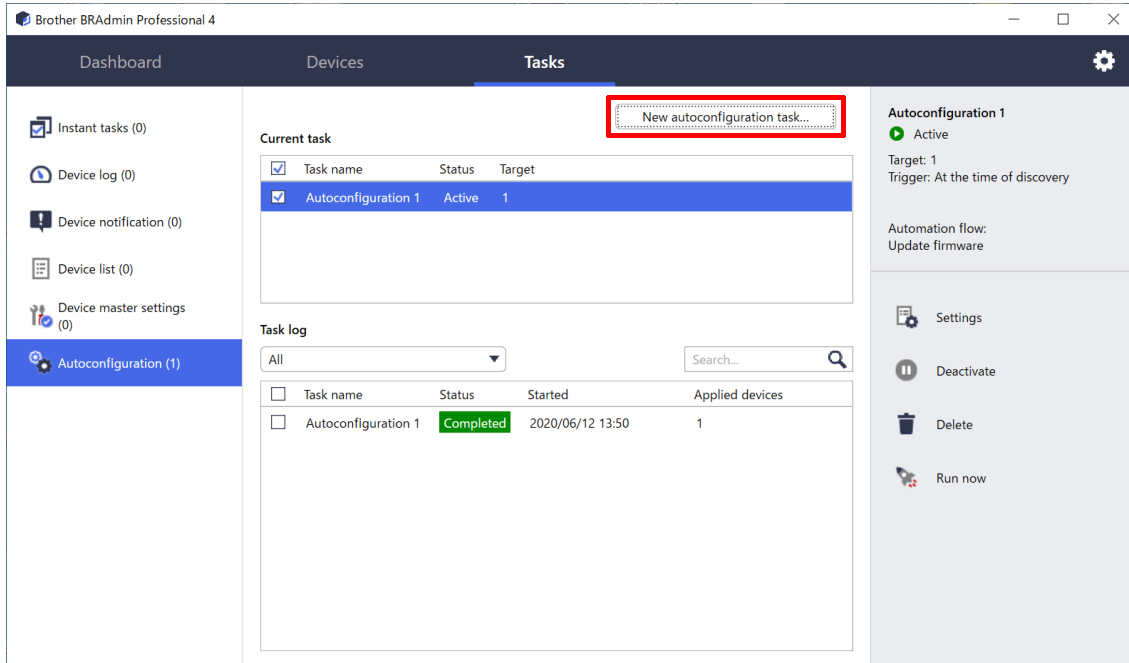
To create a new autoconfiguration task, do the following:

1. Select **Autoconfiguration** in the left pane.
2. Click **New autoconfiguration task…**.
3. To change the default task name, type the new autoconfiguration name in the **Task name:** field.

4. Specify the target devices or their discovery criteria. Click ➕▾ of the **Target:** field, and then do one of the following:

- To use the filtering criteria of the Smart filter, click **Smart filter…** (For more information, see *2.2 Group and Filter Devices*.)
- To specify the discovery criteria, select **Model name…**, **Node name…**, **IP address…**, **Serial number…**, or **MAC address…**. You can then import a list of the criteria exported from BRAdmin Professional 3/4 by clicking **Import…**.

5. Specify the timing for applying in **Trigger**.
   You can specify as "**At the time of discovery**" or any time in the "**Time specification**".
   - If you select the "**Time specification**", the **Device discovery settings** becomes grayed out.
   - If you select the "**At the time of discovery**" and have not configured the **Device discovery settings**, the **Scheduled discovery is not configured**. **This task works only by manual discovery.** message appears. Click **Device discovery settings** and configure the schedule.
     (For more information, see *7.2 Configure the Device Discovery Settings*.)

6. Assign tasks for the target devices in the **Set automation flow…** field.
   - To add tasks or actions: Click **Set automation flow...**.
   - To change the current tasks or actions: Click **Edit**.

7. Click **Create**.

🖉   To delete the specified setting items, select them and click 🗑 .

To monitor the autoconfiguration tasks, click **Autoconfiguration** and then do one of the following:

1. Select an active or inactive task profile from the **Current task** field, and click one of the following in the right pane:
   - **Settings**: Display and edit the task's settings.
   - **Deactivate/Activate**: Deactivate active tasks or activate inactive tasks.
   - **Delete**: Delete the selected task.
   - **Run now**: Run the selected task immediately.

2. Select a completed or interrupted task profile from the **Task log** field and click one of the following in the right pane:
   - **Details**: Check the details of unsuccessful tasks.
   - **Delete**: Delete the selected Task log item.

7 Application Settings

Application settings allow you to create and edit task profiles. You can also configure settings within the BRAdmin Professional application.

Click ⚙ to open the **Application settings** window.

7.1 General

To modify the general application settings, select **General**:

- **Change Language**

  From the **Language:** drop-down list, select the language you want to use.

- **Update Device Status**

  Configure the settings in the **Device status refresh:** field to automatically update the device status. Select the **Automatically update** check box and set the frequency in the **Specified period:** menu.

Click **OK** to close the **Application settings** screen.

7.2 Configure the Device Discovery Settings

To discover one or more devices, configure the **Device discovery** settings:

Discovery Method Tab

The **Discover devices** and **Discover specific devices…** functions work based on these settings.
(For more information, see *2.1 Discover New Devices*.)
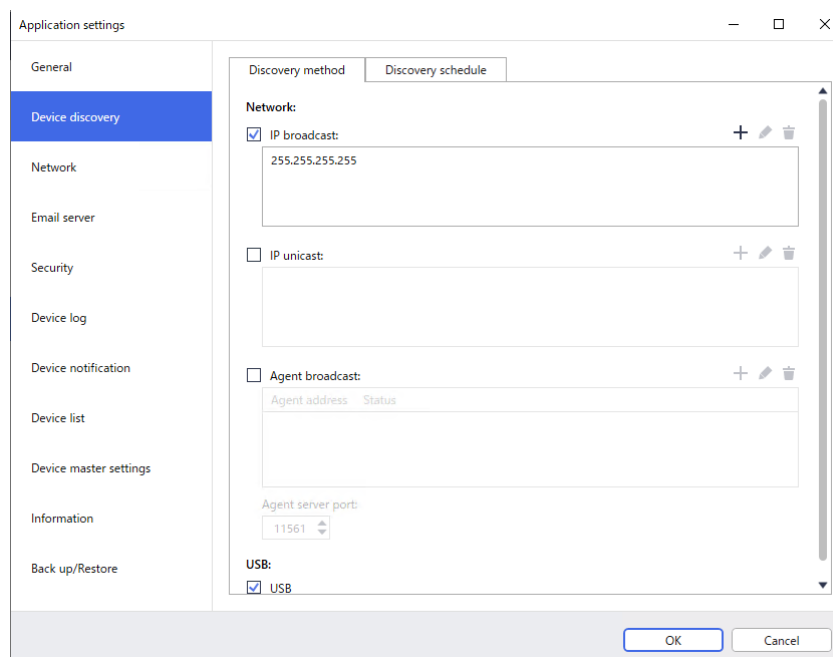
- **To search for devices on your network**
  Select the **IP broadcast:** check box or the **IP unicast:** check box in the **Network:** menu. Click ➕ of the field you selected to specify the addresses you want.
- **To search for devices on a different local network**
  Select the **Agent broadcast:** check box in the **Network:** menu. The feature uses the agent software called BRAgent. Click ➕ to enter the **Agent's IP address:** or the **Agent's node name:** field.
- **To search for USB-connected Brother devices**
  Select the **USB:** check box.

BRAgent runs on a computer that is on a different local network than the computer you are using. It discovers devices and then passes the discovery results to BRAdmin Professional 4.

Discovery Schedule Tab

To perform **Device discovery** regularly, configure both **Discovery method** and **Discovery schedule**.

Discover device upon application startup is enabled by default. If the Device list shows no devices upon the application startup, the application automatically discovers the devices.
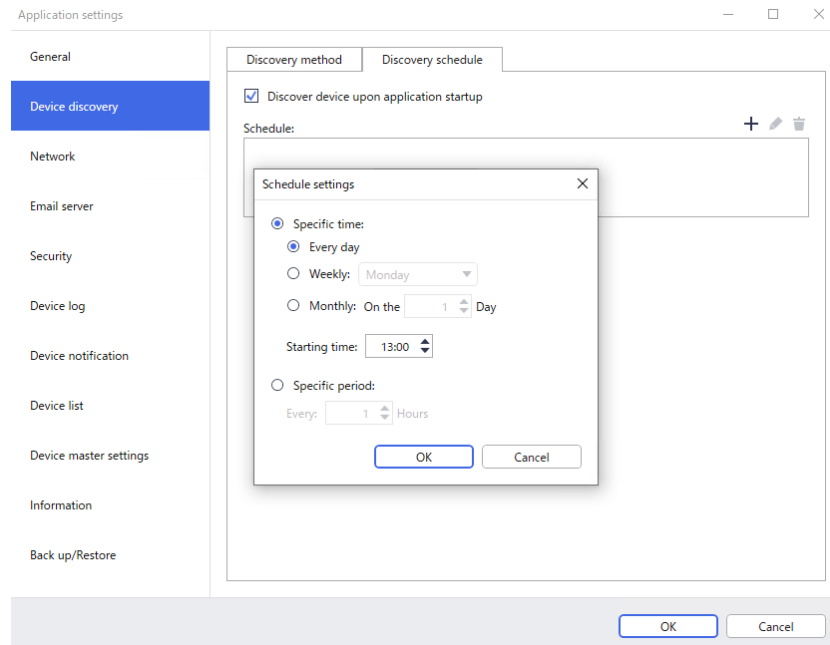
1. Click ✚ of the **Schedule:** field to set the schedule.
2. Click **OK**.
3. Click **OK** to close the **Application settings** screen.

- To edit the setting items specified by ✚ of each field above, select the item and click ✎.
- To delete the setting items specified by ✚ of each field above, select the item and click 🗑.

7.3 Configure the Network Settings

To configure the **Network** settings, do the following:

1. Click the **SNMP** tab.
2. Select one of the options from the **SNMP version:** menu.
3. Configure the settings of the selected option.
4. Click the **Proxy** tab (the default setting is **Auto**).
5. (Optional) Select **Manual:**, specify the items in the **Server name:**, **Port:**, **User name:**, and **Password:** fields.
6. Click **OK** to close the **Application settings** screen.

7.4 Configure the Email Server Settings

To receive notifications/files via email for the **Device log**, **Device notification**, and **Device list** tasks, configure the **Email server** settings for the application.

1. Configure the SMTP settings in the **SMTP server address:**, **Authentication Method:**, and **SMTP over SSL/TLS:** menus.
2. Click **OK** to close the **Application settings** screen.

7.5 Secure the Application with a Password

To specify or change the password for this application, do one of the following:

- **To set this application to require the password upon startup**
  Select the **Request a password at application startup** check box. Set the password in the **Password setting** window.
- **To change the current password**
  Click **Password setting** and type the password you want in the **Current password:** and the **New password:** fields.
- **To set this application to require no password upon startup**
  Clear the **Request a password at application startup** check box.

Click **OK** to close the **Application settings** screen.

7.6 Device Master Settings

1. Click ✛ of the **Profiles:** field to open the **Profile settings** screen.

> • To edit the settings of an existing profile, select the profile from the **Profiles:** field, click ✏, and then change the setting items you want.
> • To delete an existing profile, select the profile from the **Profiles:** field and click 🗑.

2. Type the profile name in the **Profile name:** field if you want to change the default profile name.
3. Type the password in **Device password:** field.
4. To always update the device's firmware automatically, select the **Update to the latest firmware** check box.
5. Type the setting file name you want in **Settings file:** or click the **Browse…** button to specify the setting files.
6. Specify the **Schedule:** as **Every day** or **Weekly:**.
7. Specify the **Starting time:**.
8. Click **OK** to close the **Application settings** screen.

7.7 Create a Device Log Profile

1. Click ✛ of the **Profiles:** field to open the **Profile settings** screen.

> • To edit the settings of an existing profile, select the profile from the **Profiles:** field, click ✏, and then change the setting items you want.
> • To delete an existing profile, select the profile from the **Profiles:** field, and then click 🗑.

2. Type the profile name in the **Profile name:** field if you want to change the default profile name.
3. Click ✛ of the **Schedule:** field.
4. The Schedule setting window appears. Select the specific time, day, or period you want.
5. Configure the settings in the **Send/Save log** tab.
   - To receive the log via email, select the **Send Email:** check box.
   - Click ✛ of the **Destination address (To):** field to type the email address to which the device log is sent.
   - Type the sender address in the **Sender address (From):** field.
   - Type the subject of the email in the **Subject:** field if you want to change the default subject.
   - To save device log files, select the **Save a file:** check box to specify the destination folder.

6. Click the **Log file** tab.
   - Type the log file name in the **Log file name:** field if you want to change the default log file name.
   - Select log entry items you need from the **Information contained in the log file:** options.
   - Select the file format from the **File format:** drop-down list and type the data format in the **Date format:** field.
7. Click **OK** to close the **Profile settings** screen.

   ✎
   - To include the computer's name in the log file name, include the "%PCNAME%" string in the **Log file name:** field.
   - To include the date in the "yyyy-MM-dd_HHmm" format in the log file name, include the "%DATE%" string in the **Log file name:** field.
   - A log file name can contain both the computer name and the date. Example: If your computer's name is "AAA", the "machinelog_%PCNAME%_%DATE%" string produces the "machinelog_AAA_2019-08-21_1113" file name.
   - The available log entry items may vary depending on your target devices.

8. Click **OK** to close the **Application settings** screen.
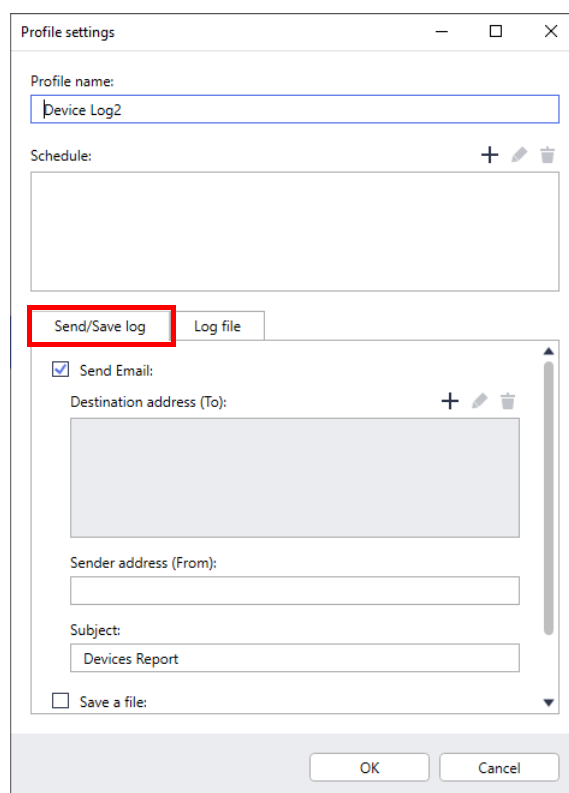
7.8 Create a Device Notification Profile

1. Click ✛ of the **Profiles:** field to open the **Profile settings** screen.

   ✎
   - To edit the settings of an existing profile, select the profile from the **Profiles:** field, click 🖊, and then change the setting items you want.
   - To delete an existing profile, select the profile from the **Profiles:** field and click 🗑.

2. Type the profile name in the **Profile name:** field if you want to change the default profile name.
3. Click ✛ of the **Destination address (To):** field to type the email address to which the notification is sent.
4. Type the sender address in the **Sender address (From):** field.
5. Select the language from the **Language:** drop-down list.
6. Select the errors you want to be notified of.
7. (Optional) Select the **Send an e-mail when the problem is resolved** check box at the bottom of the list.
8. Click **OK** to close the **Profile settings** screen.
9. Specify the notification frequency in the **Specified period:** field.
10. Click **OK** to close the **Application settings** screen.

7.9 Create a Device List Profile

1. Type the file name in the **File name:** field if you want to change the default file name.

2. Click ✛ of the **Schedule:** field to set the schedule for acquiring the list.

3. To receive the list via email, select the **Send Email:** check box.
   - Click ✛ of the **Destination address (To):** field to type the email address to which the list is sent.
   - Type the sender address in the **Sender address (From):** field.
   - Type the subject of the email in the **Subject:** field if you want to change the default email subject.

4. To save the device list files, select the **Save a file:** check box to specify the destination folder.

> • To include the computer's name in the file name, include the "%PCNAME%" string in the **File name:** field.
> • To include the date in the "yyyy-MM-dd_HHmm" format in the file name, include the "%DATE%" string in the **File name:** field.
> • A file name can contain both the computer name and the date. Example: If your computer's name is "AAA", the "machinelog_%PCNAME%_%DATE%" string produces the "machinelog_AAA_2019-08-21_1113" file name.
> • To edit the setting items specified by ✛ of each field above, select the item and click ✏.
> • To delete the setting items specified by ✛ of each field above, select the item and click 🗑.

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5. Click **OK** to close the **Application settings** screen.

7.10 Information

The following information of the BRAdmin Professional 4 application is available:

- **To check the tool's application log** in the case of errors, from the **Application log:** menu, click **Open**.

- **To view the version information**, from the **About this application:** menu, click **Version**.

- **To check the application version**, click **Check for software updates**. You can update the software if a newer version is available.

- **To check the license information**, click **License**.

7.11 Back Up and Restore the Application's Settings and Data

To export or import backup files:

• **Back Up BRAdmin Professional 4**

To use all the settings including the device data and log data of BRAdmin Professional 4:

- **To export all the settings and data of this application**, click **Create backup file** of the **Back up BRAdmin Professional 4:** menu, specify the destination folder of the exported data, and then click **Back up**.

- **To import all the settings and data of this application from an external file**, click **Import backup file** in the **Back up BRAdmin Professional 4:** menu, select the file, and then click **Import**.

• **Back Up Application Settings**

To use the INI files that include only the application settings (without the device/log data) of BRAdmin Professional 4:

- To create an INI file, click **Create backup file** in the **Back up application settings:** menu, select the file, and then click **Back up**.

- To import an INI file, click **Import backup file** in the **Back up application settings:** menu, select the file, and then click **Import**.

8 Troubleshooting and Support

If you cannot discover one or more devices, see *8.1 If You Cannot Discover the Device*.

For further details, check the application log from the **Information** menu (see *7.10 Information*.)

If the problem persists, contact your local Brother technical support team.

8.1 If You Cannot Discover the Device

For all network connection types

Make sure that:

- Your computer is connected to the network.
- The target device is connected to the network.
- The target device is powered on.
- The discovery has not been interrupted by any security software, or Windows Firewall.
- The target device meets the discovery conditions and criteria.
- The target device is within the reach of the Broadcast packet. If it is not, you may need to try the unicast search, or use the BRAgent software.

For more information, see *7.2 Configure the Device Discovery Settings*.

For USB-connected devices

Make sure that:

- The target device is using a correct driver.
- The target device is connected to the USB direct interface.
- The target device is not busy.

8.2 Insufficient Access Permissions

If BRAdmin notifies you that you cannot access the selected folder due to incorrect permissions, change the BRAdmin Service settings as follows:

1. Open **Control Panel**, click **System and Security**, and then select **Administrative Tools**.
   Or, select **Windows Administrative Tools** from **All Apps**.
2. Double-click **Services**.
3. In the Services list, right-click **Brother BRAdmin Service**, and then select **Properties**.
4. Click the **Log On** tab, and then enter your account information in **This Account**. Make sure the account you use has the following privileges:
   - Administrator right of the computer that is used.
   - Permission to access the destination folder.
5. When prompted, restart the service and the application.

8.3 Troubleshooting

Error	Solution
Admin account locked	The admin password for the target device was entered incorrectly too many times. Wait until the password lock of the target device is released.
Already activated	The function you want to activate on the device has already been activated.
Already set	The device password has already been changed from the default login password. Make sure that the password is the default login password.
Cannot convert to PJL	Make sure you use a PJL conversion table compatible with the input data.
Cannot convert to Setting file	Make sure you use a PJL conversion table compatible with the settings file you want.
Connection error	Make sure the target device is connected and available to transfer the data.
Deploy results mismatch	One or more settings in the settings file have not been applied. Check the log file for more information.
Device internal error	Reboot the target device and try again.
Device is busy	Wait until the target device finishes its current job.
Failed to modify	One or more settings in the settings file have not been applied. Check the log file for more information.
File not found	Make sure you specify the file path correctly, and then try again.
File write error	Make sure that there is enough space in the destination folder, or that the files in the destination folder can be overwritten.
Firmware Update required	The schema version of the target device is older than the schema version of the JSON settings file. Update the device's firmware.
Firmware-update is disabled	Make sure the device Firmware-update setting is enabled.
Internal error	Make sure all settings are correct and then try again.
Invalid deploy setting file	Make sure the content and structure of the settings file are correct, and then try again.
Invalid file error	Make sure you select the correct DJF file or the correct target device.
License error	Make sure you enter the correct license code (20 digits).
New version schema required	The schema version of the JSON settings file is older than the schema version of the target device.
Not discovered	Make sure the target device is connected and available to transfer the data.
Not supported	Make sure all the target devices support the function/command you want, or select the target devices that support that function/command.
Partially complete	Some of the deployed solutions have been activated, and some are either already activated or not supported by the target devices. Check the CSV file stored at the path specified in **Save the result file to:** on the **Manage solutions** screen for more information.
Password incorrect	Make sure you enter the correct password.
Permission error	Make sure you have the permission to access the specified folder or output folder.
Serial number mismatch	When specifying the device identifier, make sure you specify the serial number that matches the serial number of the target device.
Server communication error	Make sure your network connection is active so that you can update the tool to the latest version.
Session timeout	This activation session has expired after more than 24 hours of inactivity. Try to activate the solution or function you want again.
Solution not supported	Make sure the target devices support the solutions you want to deploy.

Error	Solution
Solution not supported/already activated	Some of the deployed solutions are either not supported or are already activated. Check the CSV file stored at the path specified in **Save the result file to:** on the **Manage solutions** screen for more information.
SNMP communication error	Make sure you specify the SNMP settings correctly.
SNMP v3 security error	Make sure your SNMP settings are correct. Try again when the target device is unlocked.
Unauthorized access error	The license code was entered incorrectly too many times. Wait until the lock of the license server is released. Make sure your license code is in the correct format (20 digits) and has not been used yet.