



Printer Profile Manager Enterprise

Frequently Asked Questions

Q: What is Zebra's Printer Profile Manager Enterprise (PPME)?

A: Part of the Zebra DNA™ suite of built-in software applications, utilities and tools, it's the most fully featured remote printer management solution in this class. With it, you can easily manage all your networked Zebra Link-OS™ printers from a single location, no matter where they're located. Minimize printer management time and cost, and maximize printer uptime, with Zebra's Printer Profile Manager Enterprise (PPME).

Q: Is there a cost for PPME?

A: Yes, PPME is flexibly priced based on your needs. We offer support for organizations of all sizes. Whether your networked printers range from 1–25 units, or in the thousands, we have you covered. Check with your sales representative for a current price guide and part number or visit the PPME section in [Solutions Pathway](#).

Q: What is included with PPME?

A: Everything you need to identify, manage, secure and maintain individual or groups of printers, spanning from integration to end-of-life, including:

- Comprehensive remote management via an intuitive browser-based dashboard
- Tools to easily:
 - Discover printers automatically and add to PPME
 - Create Tags to manage printer groups
 - 'Click-to-configure' printer tags and groups
 - Create and store printer profiles
 - Schedule printer updates
 - Manage label template objects
 - Get real-time printer status alerts
- Secure encrypted connections
- Multiple User Roles to control feature access
- Integrated user accounts or LDAP support for Active Directory users
- Automated Wi-Fi™ Certificate Management to automatically update WLAN security certificates on each printer

Q: What is Automated Wi-Fi Certificate Management?

A: Protecting your enterprise requires keeping endpoints, such as thermal printers, secure. Zebra's automated Wi-Fi Certificate Management feature automatically updates WLAN security certificates on each printer, which relieves the burden of manual processes, eliminates potential human errors and reduces endpoint risk. PPME integrates with your on-premise certificate authority to apply unique, signed certificates to each printer on a schedule you define, ensuring they automatically update before each certificate expires.

Q: I have multiple printers to integrate and manage. How can I do that with PPME?

A: Easily configure and manage all your networked Link-OS printers using PPME's dashboard—anywhere around the globe. Use your browser to experience PPME's convenient, anywhere, anytime access via an intuitive interface. Easily discover and add your networked Link-OS printers to PPME. Create and distribute configurations via your browser. And, update printers on your schedule. Minimize printer management time and cost and maximize printer uptime.

Q: Does PPME support my printer? Which printers can be managed from PPME?

A: Zebra industrial, desktop, and mobile printers featuring Link-OS are compatible with PPME. Please note, printers that offer Link-OS Basic cannot be used with PPME. For a complete list of supported printer models and series, please see the requirements section of the [PPME support page](#).

Q: What are the benefits of PPME?

A: Managing your printers, spotting vulnerabilities and keeping operations moving are key to running a successful business and achieving maximum ROI. PPME makes it easy.

Benefits include:

- Get started quickly with PPME's self-installer and fully functional 60-day trial
- Save time and travel expenses, and free IT for other critical tasks
- Discover your printers easily and automatically—no need to be physically in front of each printer
- Simplify printer setup—remotely
- Safeguard sensitive data with direct, encrypted connections
- Automatically update WLAN security certificates using Automated Wi-Fi Certificate Management
- Establish printer profiles, groups and tags for simplified management and updates
- Schedule downloads and security updates when it's convenient for you and your operations—for individual printers, groups of printers or all your printers
- Generate and save a library of profiles for varying applications and users that can be distributed to printers
- See status at a glance using color-coded real-time alerts, and view the general overall health of printers
- Track printer interactions using the operation logs
- Respond to printer issues in minutes to eliminate downtime and keep workflows moving
- Monitor printers in real time to uncover threats, and install security patches with ease

Q: Can I try PPME? Where can I get it?

A: Yes, PPME has a built-in 60-day trial. There is also an online demo you can interact with. Check out [this support article](#) for more details on how to access the online demo. Or, download the installer from the [PPME support page](#).

Q: Is there a maximum number of printers I can manage from PPME?

A: Yes, a maximum of 10,000 printers can be connected to a single PPME server. This includes any license SKUs up to 7,000 printers plus any number of add-on SKUs to a maximum of 10,000 printers.

Q: Does PPME support SIEM integration, e.g., with tools such as Splunk?

A: PPME can be configured to forward its application logs to a Syslog server or the Splunk Platform. See these articles for details:

[Configure Printer Profile Manager Enterprise \(PPME\) To Forward Its Application Logs to a Syslog Server](#)

[Configure Printer Profile Manager Enterprise \(PPME\) To Forward Its Application Logs to the Splunk Platform](#)

Q: Does PPME support integrations with identity providers such as Beyond Trust or Okta?

A: PPME doesn't support integration with any identity providers. It can use on premise Active Directory via LDAP.

Q: Does PPME support failover support?

A: No.

Q: Where can I find my PPME license code?

A: The license is displayed on the license page in PPME accessible by administrators.

Q: Does PPME support MFA (Multi-Factor Authentication)?

A: No.

Q: Can PPME send email alerts?

A: No, but printers can be configured to send email alerts.

Q: I already have PPME v2.x, 3.x or 4.1, can I upgrade it and is there a cost?

A: Customers that already have a licensed installation can upgrade to the latest version at no cost. Simply download the installer from our [product support page](#) and run it to upgrade an existing installation. See the readme file for important information about a multi-step upgrade from versions prior to 3.4 to 4.x versions.

Q: Where can I find product documentation such as the Installation Guide?

A: Product documentation is available on our [product support page](#).



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