

## Remotely Monitor, Manage and Configure Sharp Devices



SRDM is a device management and monitoring tool to facilitate centralized management of Sharp MFPs and printers as well as SNMP-compliant printers. From the console, IT managers can view detailed information on each device, such as network connectivity, consumable levels and impression counts. The direct access to remote front panel enables support staff to view and control the LCD panel from anywhere on the network, as well as the ability to review service logs and update firmware. For more intuitive views, and to expedite troubleshooting, devices can be grouped together in the utility by model, department, location, network status, IP address and more. Rapid deployment of MFPs can also be accomplished by distributing print drivers to network clients and cloning the settings of a reference device to other similar models all at the click of a button. Toner level is monitored in 5% increments on select models.

### For IT Administrators

SRDM assists IT administrators who need to remotely manage and configure Sharp devices on their networks. In addition to being able to monitor a device's status, SRDM obtains valuable information such as tray details, toner levels, copy/print/fax output counts, and scan/fax counts. SRDM allows IT administrators to:

- Expedite troubleshooting--flexible viewing allows focusing on specific devices by status or by administrator-defined group.
- Monitor and manage an organization's MFPs and printers—SRDM has a clean and easy-to-navigate, browser-based interface; access a device's internal web page or operator panel directly from the SRDM console.
- Quickly and seamlessly distribute print drivers over the network—minimize support time and ensure that users always have the latest drivers installed on their PCs.

### For Service Providers

Sharp's SRDM brings to service providers a cost-effective way to remotely monitor a customer's devices to increase printer and MFP uptime, decrease loss of productivity, and improve customer satisfaction.

- Provide firmware upgrades over a secure HTTPS connection in environments that do not permit non-secure HTTP communication.
- Save time by "cloning" device configurations from one machine to another; clone system settings, tray settings, copy settings, printer settings, network settings, security settings, and many others.
- Receive E-mail alerts that include information about errors, warnings, and service maintenance.
- Access web-based system logs, device usage logs, and device logs, each capable of being exported as a CSV file.
- React to, and resolve issues quickly to keep customers' equipment functioning and productivity at optimum levels.

### New in SRDM Version 1.4

- Simplified and RFC-compliant toner collection container status reporting.\*

### Key Features

- Remote front panel access.
- Access to printer and MFP internal web configuration pages.
- Device driver storage.
- E-mail notification of status changes, alerts, warnings, and maintenance conditions.
- Cloning of device settings from one machine to another compatible machine.
- Address book and user information storage, backup, and cloning.
- Historical reports, device click counts, and usage reports.
- Ability to export counter information, user data, system logs, and status history.
- Device discovery based on a specific IP address, an IP search range, or a designated subnet.

\* The SRDM Version 1.4 user interface will display "Equipped" for all toner collection bottle statuses except for "Trouble" and "Unknown". In other words, "Equipped" will appear when the bottle is full, empty, or close to full. This reporting will be in place on all MX-M365N/M465N/M565N/M364N/M464N/M564N. Other models will incorporate this feature as a running change.

## SUPPORTED MODELS AND SYSTEM REQUIREMENTS

### Supported Models

SRDM Version 1.4 supports the following monochrome and color devices. Future SRDM releases will support Sharp's ever-expanding product line-up.

Color Models		
MX-2300N/MX-2700N	MX-C250/MX-C300W	MX-4110N/MX-4111N/MX-5110N/MX-5111N
MX-M2310U/MX-M3111U <sup>1</sup>	DX-C311/DX-C401/DX-C310/DX-C400	MX-4140N/MX-4141N/MX-5140N/MX-5141N
MX-2600N/MX-3100N	MX-C311/MX-C401	MX-5500N/MX-6200N/MX-7000N
MX-2610N/MX-3110N/MX-3610N	MX-C312	MX-6201N/MX-7001N
MX-2615N/MX-3115N	MX-C402SC	MX-6240N/MX-7040N
MX-2616N/MX-3116N	MX-C400P	MX-6500N/MX-7500N
MX-3500N/MX-3501N/MX-4501N	MX-4100N/MX-4101N/MX-5001N	

Black-and-White Models		
AR-M257	MX-M365N/MX-M465N/MX-M565N	MX-B402SC
AR-M317	MX-M350/MX-M450	MX-M550/MX-M620/MX-M700
MX-M260	MX-M503/MX-M453/MX-M363/MX-M283	MX-M623/MX-M753
MX-M310	MX-B400P	MX-M850/MX-M950/MX-M1100
MX-M264N/MX-M314N/MX-M354N	MX-B401	MX-M904/MX-M1054/MX-M1204
MX-M364N/MX-M464N/MX-M564N	MX-B402	

System Requirements					
Operating System <sup>2, 3, 4</sup>	Service Pack	Platform	IIS	Browser <sup>5, 6</sup>	Supported OS Languages
Windows XP Professional	SP2/SP3	32-bit only	5.1	IE 6.0/7.0/8.0	English (US/UK)
Windows Vista® (Business, Enterprise, and Ultimate)	SP1/SP2	32-bit/64-bit <sup>7</sup>	7.0	IE 7.0/8.0/9.0	Japanese Spanish
Windows 7 (Professional, Enterprise, and Ultimate)	SP1	32-bit/64-bit <sup>7</sup>	7.5	IE 8.0/9.0	German Italian
Windows 8 (Windows 8, Professional, and Enterprise)	-----	32-bit/64-bit <sup>7</sup>	8.0	IE 10.0	French Swedish
Windows Server 2003	SP2	32-bit only	6.0	IE 6.0/7.0/8.0/9.0	Dutch
Windows Server 2008	SP1/SP2	32-bit/64-bit <sup>7</sup>	7.0	IE 7.0/8.0/9.0	Danish <sup>6</sup>
Windows Server 2008 R2	SP1	64-bit only <sup>7</sup>	7.5	IE 8.0/9.0/10.0	Norwegian <sup>6</sup>
Windows Server 2012	-----	64-bit only <sup>7</sup>	8.0	IE 10.0	Finnish <sup>6</sup> Brazilian Portuguese <sup>6</sup>

### General Hardware Requirements<sup>8</sup>

An environment that allows any of the above operating systems to fully operate.

- 32-bit OS: 2.0 GHz or higher CPU, 2 GB or more of RAM are recommended
- 64-bit OS: 2.0 GHz or higher CPU, 3 GB or more of RAM are recommended
- Microsoft .NET Framework 3.5 SP1
- Microsoft Windows Installer 4.5
- Internet Information Services (IIS)

(Additional resources will be necessary if other programs are run simultaneously with SRDM.)

<sup>1</sup> Special firmware required for 5% toner level reporting.

<sup>2</sup> If SRDM is installed on a client operating system (Windows XP, Windows Vista, Windows 7, or Windows 8) not all features will be available. Device cloning and storage backup management features are only available when SRDM is installed on a server operating system (Windows Server 2003, Windows Server 2008, Windows Server 2008 R2, or Windows Server 2012).

<sup>3</sup> SRDM does not support the FAT file system.

<sup>4</sup> SRDM does not support a virtual operating system running on VMware® or Virtual PC.

<sup>5</sup> Browser language should be set to the same language as the operating system language.

<sup>6</sup> If the browser language is Danish, Norwegian, Finnish, or Brazilian Portuguese, the SRDM user interface will display in English.

<sup>7</sup> In 64-bit operating systems, SRDM runs in 32-bit compatibility mode.

<sup>8</sup> Sufficient resources are required for SRDM to run stably. Hardware requirements will depend on your usage conditions. Managing of more than 500 devices may require additional system resources.



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