How to get alerted when a device serial number changes

Print Director reads each printer every hour by default. The reading includes the meters, the toner levels and the printer's serial number.

The **Counter & Usage Recon** report compares what users printed and copied with the printer's meters, so that differences can be found and put right. The comparison is only valid if the first and last readings come from the same printer. If the serial number changed in between, the readings are probably from two printers (for example a loan printer with the same name), so the report lists that printer in a separate section, **Devices with mismatched serials**.

You can use this to get an email whenever a serial number changes: a Report Export that runs every hour, includes only printers with mismatched serial numbers, and is sent only when there is one. For the common steps, see *How to set up automatic emailing of reports*.

1. In Resource Manager, click **Scheduled Tasks** > **Report Exports**, then click **Add**.
2. On the first page:
   - Enter a **Report Export name**, for example *Alert for serial number change*.
   - Set **Send condition** to **Record count greater than** and enter 0, so the email is only sent when a serial number has changed.
   - Enter the email address to send the alert to in **To**, and change the **Subject** if you like, for example *Printer serial number changed*.
   - Click **Next >**.
3. Under **Schedule Pattern**, choose **Hourly**, and click **Next >**.
4. In the tree, click **Device Readings** > **Counter & Usage Recon**, and click **Next >**.
5. Under **Time Period**, set **Show data from** to 1 **hours** prior to the execute date.
6. Under **Include devices**, untick **With recon data** and **Without 1st & last reading**, so only **Mismatched serial numbers** is ticked.
7. Click **Finish**.

Related articles

- *How to set up automatic emailing of reports*
- *How to open a device meter reading report*
- *How to get alerted when device settings on a Konica Minolta have changed*

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