print. track. save.

DCA QuickStartGuide

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INTRODUCTION

PrintSmart[™] is a Managed Print Services (MPS) program provided by S.P. Richards Company. With PrintSmart[™], dealers can monitor a customers' printing habits, provide supplies, service and hardware on an as-needed basis. PrintSmart[™] is truly a window to a customer's printer fleet to see when certain supplies will need replenishment, as well as allowing cost savings to the customer. The instructions below contain the steps necessary for setting up a customer in the PrintSmart[™] Data Collection Agent (DCA) software.

STARTING AN EVALUATION

Before a customer can be set up In the PrintSmart[™] DCA, there are some questions that need to be answered. To have the DCA installation with no issues, it's a good idea to have an understanding of how the customer's network and client machines are set up.

Things to Determine

The first step in an evaluation is to gather information about the customer's network and printing environment.

- o What operating system is the machine that will host the DCA Software running?
- o Does the machine have Microsoft Framework 2.0 SP2 or higher installed?
- o Does the person who is in charge of installing the DCA Software have network ADMIN Privileges?
- Is there a proxy server at this location?
- o Is there a firewall?
- o If yes, what kind? The DCA requires trafficking over port 443. Will this firewall allow this port to be opened?
- Will the DCA be monitoring multiple locations from this one machine?
- If so, are they connected together?
- Is SNMP is enabled on the devices that are to be monitored?
- Without SNMP being enabled, the devices will not show any data.

System Requirements

The DCA Software has minimum hardware/software requirements to operate correctly.

- Recommended operating systems are:
 - Windows XP or higher
 - Windows Server 2003 or higher
- o Microsoft Framework
 - Microsoft .Net Framework 2.0 SP2 or higher
- o Ram
- Minimum RAM is 256MB
- Network Adapter
 - ■100mb or higher

- Only 1 adapter per machine.
- o Non-dedicated server/client
 - Machine must be powered on 24 hours a day, 7 days a week.
 - If no server is available, install on regular PC that is powered on 24 hours a day, 7 days a week.
 - Please note! Installing on a regular PC can possibly cause transmission issues.
- Internet Explorer

Internet Explorer 7.0 or higher is recommended

SETTING UP A NEW CUSTOMER

Before you can install the DCA onto a customer's machine, the customer will need to be set up on the PrintSmart[™] site so that the software has a destination to report the device information to.

Creating New Customer Group

Follow the steps below to create the User ID and Password, login to the PrintSmart[™] site.

1. Go to Settings | Group Management | Manage Groups.

Settings	Administration	
My Preferences		
Group Management		Manage Groups
Device Management		Organize Devices
Device View Manager		c
Virtual Meter Manager		5,
Meter Export		
CPC Assignment		

2. Select Dealer Name on the left hand side; click New Group on the lower right hand portion of the screen.



On the right side of the screen, choose Customer from the drop down menu, enter the Customer Name, and if necessary, Alias, and any other customer information, and then click the Save button strees at the lower right hand corner.

Alias is the s	ame as a Nickname for the customer.
Basic Information	
Parent:	DEMO
Type:	Customer
Name:	XYZ Dealer
Alias:	
Legacy Id:	
Customer Informat	ion
Industry Vertical:	
Number of Employees:	
Email:	

4. The customer's group has now been created. Click the **Close button**.

Informational Message:
 Your new group 'XYZ Dealer' has been added successfully.
Close

Creating a User ID and Password

With the creation of the customer's Group, the customer can now have a User ID set up for allowing the ability to login to the PrintSmart[™] site to view reports and device information. To create the User ID and Password, be sure to obtain the customer's email address. This will be used as the User ID. Use the following steps to create a new user.

1. Select Administration | Users.

Administration
Users
DCA Administration
DCA Install

- 2. At the Users screen, click the **New User Button** Screen.
- 3. Enter the User ID, first name, last name, password, confirm the password, force password to change at next login, set the starting page to "Home" and set the language to the preferred language.

Information			
Licor Namo	I de ma Ora émbra de a ma		
USEL Mallie	demo@printsmart.com		
First Name	Printsmart		
Last Name	Demo		
Password	••••		
Confirm Password	••••		
Settings			
Expiry Date	•		
Disabled			
Force Password Change At Next Login			
Starting Page	Home 💌		
Language	en-us 💌		
Device Name Template			0
	Select an example	*	

• For language, es-es is Spanish, en-us is English.

5. A listing of Groups will now appear. To assign the customer to their user group, click on the **arrow** by the group name. This will expand the group and allow selecting of this customer's group.

0	User Access	🗔 Add Entry 💡
		\bigcirc
	▲ <u></u> DEMO (30 of 87)	
	🕴 🧬 Printsmart Demo Account (47 of 57)	
	🗏 🍰 XYZ Dealer (0)	
	XYZ Dealer (Customer) (0)	

6. After selecting the user group, the next screen will ask for which roles should be assigned to this User ID.

☑ The below is only a demo. A listing of what the reports are has been attached at the bottom of this document. The Dealer role should only be given out to your Sales Team. You should never give this level access to customers.

▲DEMO (Dealer)

- 🗹 Customer Provides basic customer-level access.
- 🔹 🗹 Customer W Reports Standard Customer Access with some Reporting 👘
- 🗹 Dealer Provides access to users acting as dealers (create/manage DCA's).
- **Default Role** (Required) Provides minimum access to system.
- IT Director More access than customer less access than dealer
- IT Director W Reports IT Level access w limited Reporting
- 7. Click **Save** at the lower right hand corner of the screen. The customer's login to the PrintSmart[™] site has now been created.

GENERATING A PIN FOR DCA ACTIVATION

Before the DCA Software can be installed on a customer's device, an Activation PIN must be created. This must be done on the group level.

PIN Creation

Each new DCA has to be activated by a unique PIN number generated from the PrintSmart[™] site. Without this PIN, the software will not continue the installation. The PIN can be generate by performing the below.

1. Go to Administration | DCA Administration.



2. Select Dealer Name on the left hand side, click **New DCA** at the bottom right hand side of the screen.



- 3. Select the version of DCA to install.
 - Generally, you will install Version 4.x.x. Install Version 3.x.x only on machines that do not meet the minimum system requirements listed above.

STEP 1: Select the DCA version you are installing.

OVersion 2.0	Nersion 4.0 or greater
Version 3.0	🔍 Version 4.0 or areater

4. Select the group for installation

STEP 2: Select a group.		
XZ Doelor (0)		

- 5. Enter the Customer Name. An Expiry Date is not required.
 - Expiry Date, if set, will cause the DCA PIN to expire, causing the DCA to no longer transmit data to the PrintSmart[™] site. This is generally used for trial periods.

STEP 3: Define the I	DCA information.	
DCA Name:	XYZ Dealer	
DCA Expiry Date:	(leave blank for no expiry)	

6. Click the **Create DCA** button Create DCA at the bottom lower right portion of your screen. A PIN number is now generated.

General Information	
DCA Information	
DCA Name:	XYZ Dealer
Version:	Base: Engine:
Instance ID:	
Group:	XYZ Dealer
Created Date:	Oct 28 2010, 02:56 PM
Last Active:	- Never -
Expiry Date:	Oct 25 2020, 12:00 AM
PIN Expiry Date:	Oct 28 2011, 02:56 PM
Pending PIN Code	
PIN Code	[Copy and Paste the following PIN Code into the newly installed DCA.] AEDB-1852 Expires: Oct 28 2011, 02:56 PM

• Write this PIN number down. There is the option to email this PIN to a specific email address as well.

DOWNLOAD AND INSTALLATION OF THE DCA SOFTWARE

Once a PIN number has been generated, download and install the DCA Software onto the customer's machine that will be monitoring the printing devices. The download will take place from the PrintSmart[™] site.

DCA Download Instructions

The DCA Software is available for download on the PrintSmart[™] site. Follow the below steps for the install.

1. Login to the PrintSmart[™] site. Go to Administration | DCA Install.



2. If the customer's software meets the requirements, you will install version 4.0.



3. Download and save this file to your Desktop.

Installation of the DCA Software

Now that the DCA software has been downloaded from the PrintSmart[™] site, the software can now be installed. Follow the below steps for installation.

1. **Double-click** on the DCA 4.0 install file that was downloaded. Navigate to the location the file was saved, and run the .exe file.



12

2. Click the **Next** button.



3. Read the End User License Agreement. If you accept, **check** the check box for **I accept the terms in the** License Agreement | Next.

🛱 Printer DCA Setup	×
End-User License Agreement Please read the following license agreement carefully	Ð
End User License Agreement PLEASE READ CAREFULLY BEFORE USING THIS SOFTWARE PRODUCT: This End- User License Agreement ("EULA") is a contract between (a) End User (either an individual or the entity End User represents) and (b) PrintFleet Inc. ("PFI") that governs End User use of the software product ("Software"). The term "Software" may include (i) associated media, (ii) a user guide and other printed materials, and (iii) "online" or electronic documentation (collectively "User Documentation"). If you do not agree with the terms of this AGREEMENT, promptly delete the SOFTWARE or return the unused SOFTWARE to PRINTFLEET or your service provider.	
1. LICENSE RIGHTS. End User will have the following rights provided End User complies with all terms and conditions of this EULA:	
I accept the terms in the License Agreement	
Print Back Next Cancel	

4. Verify the installation path is where the program should be installed. Click Next.

🙀 Printer DCA Setup	
Destination Folder Click Next to install to the default folder or click Change to choose another.	Ð
Install Printer DCA to:	
C:\Program Files\Printer DCA\	
Change	
☑ Launch Printer DCA after installation is complete.	
<u>Back</u> <u>N</u> ext	Cancel

5. Click Install. This will now start the installation Process.

뤻 Printer DCA Setup	
Ready to install Printer DCA	Ð
Click Install to begin the installation. Click Back to review or change any of your installation settings. Click Cancel to exit the wizard.	
<u>B</u> ack <u>Install</u>	Cancel

• If a notification that states "The DCA Printer DCA Background Service is not running, would you like to start this now?" select **Yes**.



6. The DCA Software will now load an End User License Agreement. If customer accepts agreement, click **Accept**.

EULA	X
End User License Agreement	-
PLEASE READ CAREFULLY BEFORE USING THIS SOFTWARE PRODUCT: This End-User License Agreement ("EULA") is a contract between (a) End User (either an individual or the entity End User represents) and (b) PrintFleet Inc. ("PFI") that governs End User use of the software product ("Software"). The term "Software" may include (i) associated media, (ii) a user guide and other printed materials, and (iii) "online" or electronic documentation (collectively "User Documentation"). If you do not agree with the terms of this AGREEMENT, promptly delete the SOFTWARE or return the unused SOFTWARE to PRINTFLEET or your service provider.	
 LICENSE RIGHTS. End User will have the following rights provided End User complies with all terms and conditions of this EULA: 	
a. Use. PFI grants End User a license to Use one copy of the PFI Software. "Use" means installing, copying, storing, loading, executing, displaying, or otherwise using the PFI Software. End User may not modify the PFI Software or disable any licensing or control feature of the PFI Software. End User may not separate component parts of the PFI Software for Use. End User does not have the right to distribute the PFI Software.	
b. Copying. End User right to copy means End User may make archival or back-up copies of the PFI Software, provided each copy contains all the original PFI Software's proprietary notices and is used only for back-up purposes.	
2. UPGRADES. To Use PFI Software provided by PFI as an upgrade, update, or supplement (collectively "Upgrade"). End User must first be licensed for the original PFI Software identified by PFI as eligible for the Upgrade. To the extent the Upgrade supersedes the original PFI Software, End User may no longer use such PFI Software. This EULA applies to each Upgrade.	
3. TRANSFER. RESTRICTIONS. End User may not rent, lease or lend the PFI Software or Use the PFI Software for commercial timesharing or bureau use. End User may not sublicense, assign or otherwise transfer the PFI Software except with the consent of PFI, not to be unreasonably withheld.	
 PROPRIETARY RIGHTS. All intellectual property rights in the Software and User Documentation are owned by PFI or its suppliers and are protected by law, including 	-
Print	ine i

7. Enter the Server: <u>https://printsmartmps.com</u> and the PIN Number generated and click **Next**.

🛑 Printer DCA - Setup Wizard			×
	Printer DCA A Please key in you to continue. To c in the lower right	Activation ar activation information. Once you are finished, click ne configure a proxy server, click "Show Proxy Configuratio corner.	st n''
	Server	J	_
	PIN Code	Show Proxy Configurat	on
Chan 1 of 4		(Bash News)	-
Step 1 of 4		K Back Next	

8. Once activated, the system will ask to verify the IP ranges and start a Scan. To confirm the IP Ranges, click **Next**.

Printer DCA - Setup Wizard			×
	Scan Settings		
	The following scan network settings. Y opening the Printer	ranges have been pre-configured to match your ou can edit these ranges after the setup is complete by DCA and navigating to the "Scan" tab.	
	Scan Ranges:	192.168.130.1-192.168.130.254	
Step 2 of 4		< Back Next >	

9. The DCA Software is now installed.



LOCAL PRINT AGENT

In most cases, not all printers on site will be network printers. For those printers that are connected directly to a client desktop, the Local Print Agent software will need to be installed in order to track the print jobs that are sent to this device. Local Print Agent collects information directly from locally connected printing devices and passes the information to the Printer DCA. The Local Agent software is included in the Printer DCA install files.

How Does It Work?

The Local Print Agent launches as a service on the machine on which it is installed. The service communicates with the Printer DCA through the IP address of the machine using TCP and UDP port 35. The Local Print Agent uses Printer Job Language (PJL) to collect information directly from local devices.

Prerequisites Check List

Each workstation that the Local Print Agent is installed must have the following:

- 1. Windows operating system (XP and higher supported).
- 2. Microsoft .Net Framework 2.0 SP1 (or higher).
- 3. Ports 35/UDP and 35/TCP must not be used by any other applications.

If the Local Print Agent software will be installed using Push Technology, each workstation must have one of the following enabled and accessable:

- 1. Windows Management Instrumentation (WMI).
- 2. Remote Registry Services.
- 3. Network Credentials of a user that belongs to the Local Administrator group of all machines.

Before starting to install Local Print Agent, consider the following (and take the appropriate steps where necessary):

- 1. Determine the IP addresses/ranges of machines connected to local devices.
- 2. Do any other applications use port 35/TCP and 35/UDP? If so, the software must be identified and the ports must be changed, if possible, to resolve the conflict.
- 3. Does data need to be collected from any OfficeJet, DeskJet, Dot Matrix, or InkJet devices? If so, the Local Print Agent will most likely not pull the correct data. For these devices, the Local Beacon will need to be installed (see next section for local beacon installation).

Installation of the Local Print Agent

To install the Local Print Agent manually on the client machine, follow the below steps:

☑ To install on multiple devices, copy the Local Print Agent.msi to a thumb drive or CD.

 Run the Local Print Agent.msi file on the client machine. The installation file is found in: C:\Program Files\Printer DCA\support and Double-Click the Local Print Agent.msi installation file.



2. Click the **Next** button



3. Ensure the location for the installation is correct and click **Next**.

📸 Local Print Agent Setup	
Destination Folder Click Next to install to the default folder or click Change to choose another.	
Install Local Print Agent to:	
C:\Program Files\Local Print Agent\ ⊆hange	
<u>Back</u> Next	Cancel

4. Click on the **Install** button and the installation will now begin.



5. The installation is now complete. Click **Finish**.



Push Install of the Local Print Agent

The Printer DCA has an embedded push tool specifically for Local Print Agent. In addition, the software can schedule periodic push installs to the entire Printer DCA scan range to ensure that Local Print Agent gets installed to any new computers on the network. To perform the push install from the DCA software, follow the steps below.

1. Open the DCA Software and click on the **Scan** tab. Verify that the correct Scan Profile is selected.

💭 Printer DCA v. 4.0.2.12437	
File Tools Options Help	
Status Communication Scan File Viewer	
Scan Profile Default	Add Delete
General Advanced Local	
Ranges	Scanning Options
 Default Range 	Enable Broadcast
Intel(R) Centrino(R) Advanced N 6200 AGN - Teefer 🔽	Enable Frapio Scan Network Devices Local Devices
O IP Range:	
O IP Address:	Scan Interval: 20 A minutes
O Hostname:	
Add Exclude	Network Timeout: 250 📚 milliseconds
Scan List:	Local Agent 10000 🗢 milliseconds Timeout:
Remove	SNMP Retries: 2
Import	
Export	
Clear	
	🔚 Save 🜼 Force Scan

2. Click on Tools | Local Agent Management

💭 Printer DCA v. 4.0.2.12437			
File	Tools	Options Help	
Status	🎲 🛛 Local Agent Management		
Scan	🌼 Reactivate Printer DCA		
	က္လို S	tart Service Bridge	

3. Click the Scan All tab.



- 4. If the account currently logged onto the computer is not an administrator, click on the **Specify button**
- 5. Enter the local administrator credentials in the Username, Password, and Domain boxes, and then click **OK**.

🔒 Change P	ush Install Cre	dentials 🛛 🔀
A	Credentials	
	Password:	
	Domain:	
	L	Ok Cancel

6. Under the IP Address column, **click** to select the **check box** beside each IP address belonging to a device needing the Local Print Agent installed on. Optionally, click All, None, Not installed, or Installed to automatically select a set of devices.

Profile: Default	- 🔍 Scar	- 🔍 Scan All 💥 Cancel User		
IP Address	Status	Messages		
27.001	Installed v1.0.1.12437			
Check: <u>All None</u> Perform with Che	Installed Not Installed	istal 🖓 Get Data		

7. Click the **Install button** at the bottom of the screen. A message will appear in the **Messages** box stating the progress of the install.

Messages	
Installing, Please Wait	

8. When the install is complete, a message will appear stating Install Success.

	Messages
•	Install Success

Scheduling a Push Install from the DCA

The DCA software allows the ability to perform a push install at a specified time to all machines. By performing this type if install, it assures that every machine in the specified IP range will have the Local Printer Agent software installed. To perform this type of install, follow the steps below.

1. Open the DCA Software and click on the **Scan** tab. Verify the **Scan Profile** is correct, then click the **Local** tab.

Printer DCA v. 4.0.2.12437	
File Tools Options Help	
Status Communication Scan File Viewer	
Scan Profile Default 🗸 Add	Delete
General Advanced Local	
Local Agent Push Install]
Enable Push Install	
Start 2010/10/26 🕥 12:00:00 AM 🛟	
Repeat	
Current Credentials:	Rhange 🖪 Clear
	🔚 Save 🌼 Force Scan

- 2. Click the check box for Enable Push Install.
 - A warning box will appear stating the credentials provided will be encrypted on the machine. Click Close.

📮 Printer DCA v. 4.0	0.2.12437	
File Tools Options	Help	
Status Communication	Scan File Viewer	
Scan Profile	Default 🔽 Add	Delete
General Advanced Lu Local Agent Push Insta Enable Push Instal Start 201 Repeat	0/10/26 V 12:00:00 AM	
Current Credential	5:	Change 📃 Clear
		Save 🎲 Force Scan

3. Enter the User ID and Password of an Administrator account, and Domain. Click Ok.

🍰 Change Push Install Credentials 🛛 🛛 🔀				
	Credentials			
	Username:			
	Password:			
	Domain:			
		Ok Cancel		

4. The Local Agent Push Install feature of the DCA will allow a customizable range of dates to push the software to all the local machines. Select the desired time, and click the **Save button**.

- Local Agent Push Install						
✓ Enable Push Install						
Start 2010/10/2	💌 12:00:00 AM 😂					
Repeat Daily	🐱 Every 🚺 🤤 Day(s)					
Current Crede Weekly Monthly Advanced	e: demo Domain: demo	a Save				

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LOCAL BEACON

Some devices will not report data back to the DCA due to the age of the device itself or the device's limited communication ability. In these cases, the Local Beacon should be installed. The Local Beacon will monitor the print spooler instead of the device itself and stores the serial number, total count, asset number, and location.

Prerequisites Check List

Each workstation that the Local Print Agent is installed must have the following:

- 1. Windows operating system (XP and higher supported).
- 2. Microsoft .Net Framework 2.0 SP1 (or higher).
- 3. Client should remain powered on so the DCA software can retrieve print information.

Installation of the Local Beacon

The local beacon must be downloaded from the DCA site. To download the software, follow the below steps:

- 1. Go to <u>http://printsmartmps.com/packages/LocalBeacon.exe</u> save the file to the desktop.
- 2. Double-Click on the install file named LocalBeacon



3. On the installation wizard, click Next.



PrintSmart[™] | Local Beacon

4. Fill in the Full Name and Organization. Select Anyone who uses this computer. Click Next.

🔂 Local Beacon Setur)				
User Information Enter the following information to personalize your installation.					
Full N <u>a</u> me:	Full Name: Customer Name				
Organization:	Example Company				
The settings for this application can be installed for the current user or for all users that share this computer. You must have administrator rights to install the settings for all users. Install this application for:					
Wise Installation Wizar —	< <u>B</u> ack <u>N</u> ext >	Cancel			

5. Ensure the installation destination is correct and click **Next**.

🔂 Local Beacon Setup					
Destination Folder Select a folder where the application will be installed.					
The Wise Installation Wizard will install the files for Local Beacon in the following folder.					
To install into a different folder, click the Browse button, and select another folder.					
You can choose not to install Local Beacon by clicking Cancel to exit the Wise Installation Wizard.					
Destination Folder					
C:\Program Files\Local Beacon\ Browse					
Wise Installation Wizar < <u>Back</u> <u>Next</u> Cancel					

6. Click the **Next** to start the installation.

👹 Local Beacon Setup	
Ready to Install the Application Click Next to begin installation.	
Click the Back button to reenter the installation information or click Cancel to exit the wizard.	
Wise Installation Wizar < <u>B</u> ack <u>N</u> ext >	Cancel

7. After the installation process has completed, click **Finish**.



- 8. Select the Local Printer, enter the Serial Number, Total Count, Asset Number (if applicable), Location, and if needed, Department.
 - ☑ To obtain the serial number and total count, print off a configuration page from the printer. If the printer does not contain a total count, the count will start at zero.

Settings			
Local Printers:	HP LaserJet 4200) PCL 5> DOT4_003	•
Serial Number:	USNPZ40913	Get from Prin	nter's n Pac
Total Count:	87224		_
Asset Number:	EQ01001 -	Get from Lal on Machine	bel
Location:	CJ's Desk <	Entor hasa	don
Department:		Printer Loc	ation
Save an	d Close	Cancel	- f

9. Click Save and Close. The Local Beacon software will close and the process will run in the background.

TROUBLESHOOTING THE LOCAL BEACON

If the local beacon fails to transmit data to the DCA software, there are several methods of troubleshooting. The issue could be a result of the client the beacon is installed on is turned off. Ensure the client is powered on. If the Windows Firewall is enabled, ensure you have the proper ports enabled. See below for troubleshooting tips.

Local Beacon Service

If the local beacon service is not running, the beacon will not transmit data. To ensure the service is running, follow these steps.

1. Click on Start | Run



2. In the **Run** box, type in **services.msc** and press **Ok**.

Run	? 🛛
-	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	services.msc
	OK Cancel Browse

3. Locate the Local Beacon 2.5.15 service. Ensure the word Started is displaying in the Status field.



4. If the service is not started, **double-click** on the LocalBeacon service on the list. In the configurations box, ensure the **Startup Type** is set to **Automatic**, and click the **Start** button. The service is now started.

LocalBeacon 2.5	.15 Properties (Local Computer) 🛛 🛛 🛛 🔀			
General Log On	Recovery Dependencies			
Service name:	LocalBeacon			
Display <u>n</u> ame:	LocalBeacon 2.5.15			
Description:	Local Beacon Service			
Pat <u>h</u> to executabl "C:\Program Files	e: \Local Beacon\LocalBeacon.exe''			
Startup typ <u>e</u> :	Automatic			
Service status:	Stopped			
Start	Stop Pause Resume			
You can specify the start parameters that apply when you start the service from here.				
Start para <u>m</u> eters:				
	OK Cancel Apply			

Windows Firewall

The Windows Firewall can prevent the local beacon from transmitting back to the DCA software. Follow the below to ensure that the firewall is not blocking any transmissions.

1. Click on Start | Settings | Control Panel



2. Click on Windows Firewall



- 3. In the **General** tab, if Windows Firewall is turned on, make sure the **Don't allow exceptions** checkbox is turned off. If Windows Firewall is turned off, you are not having an issue specific to the Windows Firewall.
- 4. In the **Exceptions** tab, click **Add Port**.
- 5. Go back to the **General** tab to view your newly created exception. Make sure the checkbox next to the exception is turned on.

Conflicting SNMP

1. Click on Start | Settings | Control Panel



2. Click on Add or Remove Programs.



3. Click Add/Remove Windows Components

🐻 Add or Re	move Programs			
Change or Remove Programs	Currently installed programs: Please wait while the list is being populated	Show up <u>d</u> ates	Sort by: Name	~
Add <u>N</u> ew Programs				
Add/Remove <u>W</u> indows Components				
Set Pr <u>o</u> gram Access and Defaults				

4. Scroll down and click on Management and Monitoring Tools | Details

Windows Components Wizard							
Windows Components You can add or remove components of Windows XP.	t						
To add or remove a component, click the checkbox. A shade part of the component will be installed. To see what's included Details. <u>C</u> omponents:	ed box means that only d in a component, click						
🔲 🍓 Internet Information Services (IIS)	13.5 MB 🔼						
🖉 🗖 📑 Management and Monitoring Tools	2.0 MB						
🗌 🚅 Message Queuing	0.0 мв 💻						
🗆 💙 MSN Explorer	20.7 MB						
💌 🚔 Networking Services	0.3 MB 🞽						
Description: Includes Windows Accessories and Utilities for your computer.							
Total disk space required: 56.5 MB Space available on disk: 202929.8 MB	<u>D</u> etails						
< <u>B</u> ack	Next > Cancel						

5. Uncheck Simple Network Management Protocol and WMI SNMP Provider.

Management and Monitoring Tools								
To add or remove a component, click the check box. A shaded box means that only part of the component will be installed. To see what's included in a component, click Details.								
Sub <u>c</u> omponents of Management and Monitoring Tools:								
🔲 🚚 Simple Network Management Protocol 0.9 M	B							
🗆 🚚 WMI SNMP Provider 1.1 M	в							
Description: Includes agents that monitor the activity in network devices and report to the network console workstation.								
Total disk space required: 56.5 MB	ils							
Space available on disk: 202930.1 MB								
OK Can	cel							

6. Click Next | Finish.

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Windows Components Wizard					
	Completing the Windows Components Wizard You have successfully completed the Windows Components Wizard.				
	< <u>B</u> ack Finish				

DEFINITION OF USER ROLES

Each role has specific permissions that are available to them limiting them from some areas of the system. *Available reports vary by Role

Default

The Default role provides access to the following views:

- Supplies Allows access to the Supplies page.
- Device View Allow access to the Devices and
- Maps view pages.
- o Aliases are shown.

Customer

The Customer role provides access to the following views:

- Supplies Allows access to the Supplies page.
- o Device View Management Allow access to the Device View Management page.
- Device View Allow access to the Devices and Maps view pages.
- Real group names Ability to view real group names. Without this permission, Aliases are shown.

IT Director

The IT Director role provides access to the following views:

- Maps Management Allows access to the Map management pages.
- o Group Management Allows access to the Group Management page.
- Flag Management Allow access to the Flag page.
- o Device View Management Allow access to the Device View Management page.
- Device View Allow access to the Devices and Maps view pages.
- Device Service History Allows access to the Device Service History page.
- o Device Management Allows access to the Device Management page.
- Device Import/Export Allow access to the Device Import/Export page.
- Alert Management Allows access to the Alert pages.
- Write access Allows the ability to write settings. Without this permission, a user is effectively read-only.
- o Real group names Ability to view real group names. Without this permission, Aliases are shown
- User Management Allow access to manage users.
- Supplies View- Allows access to the Supplies page

Customer with Reports*

The Customer with Reports role provides access to the following views:

- Supplies View- Allows access to the Supplies page.
- Report View Allows access to the report pages.
- o Device View Management Allow access to the Device View Management page.
- Device View Allow access to the Devices and Maps view pages.
- o Real group names Ability to view real group names. Without this permission, Aliases are shown

IT Director with Reports*

The IT Director with Reports role provides access to the following views:

- Maps Management Allows access to the Map management pages.
- o Group Management Allows access to the Group Management page.
- Flag Management Allow access to the Flag page.
- o Device View Management Allow access to the Device View Management page.
- o Device View Allow access to the Devices and Maps view pages.
- Device Service History Allows access to the Device Service History page.
- o Device Management Allows access to the Device Management page.
- o Device Import/Export Allow access to the Device Import/Export page.
- Alert Management Allows access to the Alert pages.
- Write access Allows the ability to write settings. Without this permission, a user is effectively read-only.
- o Real group names Ability to view real group names. Without this permission, Aliases are shown
- User Management Allow access to manage users.
- Supplies View- Allows access to the Supplies page

Dealer

The Dealer role provides access to the following views:

- Supplies Allows access to the Supplies page.
- Report View Allows access to the report pages.
- o Meter Export Allow access to the Meter Export pages.
- Maps Management Allows access to the Map management pages.
- o Group Management Allows access to the Group Management page.
- Flag Management Allow access to the Flag page.
- o Device View Management Allow access to the Device View Management page.
- o Device View Allow access to the Devices and Maps view pages.
- o Device Service History Allows access to the Device Service History page.
- Device Management Allows access to the Device Management page.
- o Device Import/Export Allow access to the Device Import/Export page.
- CPI Calculator Allow access to the CPI Calculator page.
- o CPC Assignment Allows access to the CPC Assignment page.
- Alert Management Allows access to the Alert pages.

- Alert Layout Allow access to the Alert Layout page.
- o Write access Allows the ability to write settings. Without this permission, a user is effectively read-only.
- o Real group names Ability to view real group names. Without this permission, Aliases are shown
- Virtual Meters Allow access to the virtual meters configuration page.
- User Management Allow access to manage users.
- DCA Install Allow users access to the DCA Install page.
- o DCA Administration

CONTACT INFORMATION

For technical assistance, please contact the PrintSmart[™] Technical Support Team. **1-800-338-2274 ext.4**.

The hotline is open Monday through Friday, 8:30 a.m. to 5 p.m. eastern time. Please note that this office is closed on Canadian holidays.

Stephen Armstrong – PrintSmart™ Technical Trailer sarmstrong@sprich.com Telephone: 770-803-5700

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