

**Q:** What meters can **Print Tracker** gather?

**A:** **Print Tracker** can gather meter reads from networked devices that can be pinged from the workstation where it is installed and that have Simple Network Management Protocol (SNMP) communications enabled. It can also gather page counts from devices that are connected to the workstation it is installed on.

**Q:** Can **Print Tracker** gather meter reads from remote locations?

**A:** **Print Tracker** can gather meter reads from networked devices at remote locations as long as SNMP communication between the device and the workstation that **Print Tracker** is installed on is not blocked.

**Q:** From which network devices does **Print Tracker** pull meters?

**A:** **Print Tracker** pulls meters from imaging devices that are SNMP compliant. You can view a list of devices from within **Print Tracker** by selecting View > List of Discoverable Devices. A list is available for download at [http://PrintTracker.net/Discoverable\\_Devices.pdf](http://PrintTracker.net/Discoverable_Devices.pdf).

**Q:** How does **Print Tracker** send the meter data? Is it secure?

**A:** **Print Tracker** communicates with the web server using the HTTPS protocol, similarly to how your browser communicates with banking websites. HTTPS is a secure protocol. All of the data is encrypted before it is sent. It is very secure.

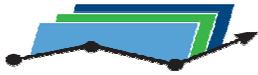
**Q:** What happens if new devices are added to the network or old devices are removed?

**A:** **Print Tracker** wakes up on Monday and Thursday afternoons to perform a search of the network segments to see if new devices are available on the network. If one or more new devices are found, an emailed report is immediately sent which includes only the new device(s) highlighted in yellow. If meters cannot be pulled from a device for a week, the reports will show the device meters highlighted in pink. If meters cannot be pulled for a month, the device will drop off the reports.

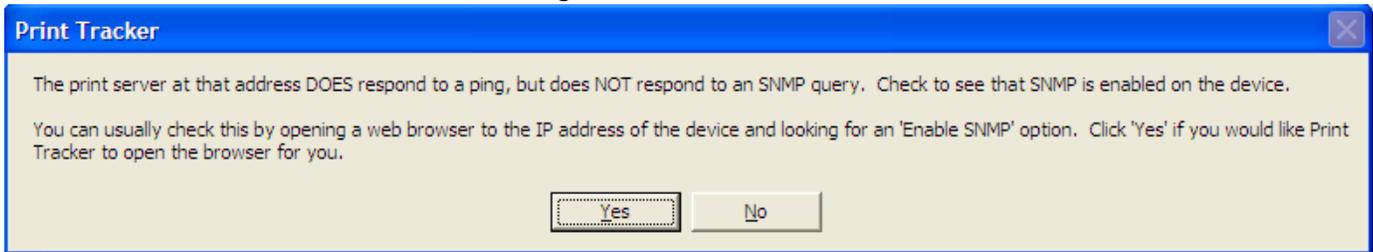
**Q:** What do I do if a device is not discovered automatically?

**A:** Most of the time when network devices are not discovered, it is because the segment that they are on has not been searched. If this happens, print out a configuration page from one of the devices that has not been discovered, find the IP address of the device on the configuration page, and use the "Add Network Device" option to add it. Search the entire subnet that the device is on from the "Add Network Device" dialog by entering the first three numbers in the IP address with an asterisk. For example, enter 10.10.10.\* in the IP address field to search for all devices whose IP address begins with 10.10.10.

If a particular device is not discovered, enter its IP address into the "Add Network Device" dialog. If SNMP is not enabled a message will be returned indicating that is the problem. SNMP can usually be enabled by opening a web browser to the IP address of the device and looking for the Network or Communications settings. If not, this should be set from the device console.



**Q:** What do I do when I receive the message?



**A:** This message usually means that Simple Network Management Protocol (SNMP) has been disabled, so the device does not respond to meter requests. You can usually check this by opening a browser to the IP address and looking on the Network or Communications web page of the embedded web server. You should see an "Enable SNMP" checkbox. If you don't see it in the browser, you may have to turn it on from the device console.

At times, this message may mean that SNMP is enabled, but the default community string of 'public' has been changed. Again, you should be able to check this from a browser or the device console. If this is the case, you can add additional community strings in **Print Tracker** under Config > Advanced Settings.

**Q:** **Print Tracker** is having problems discovering devices at a distant remote location. Are there any settings that need to be adjusted to allow for better discovery?

**A:** Increase the SNMP timeout and/or retries under Config > Advanced.

**Q:** When do updates come out for the software when new printers come to market?

**A:** If the new printers use the same Simple Network Management Protocol (SNMP) calls that previous models did, then the printer will work with the current version of **Print Tracker**. Otherwise, a dealer will usually notice that the counters are not available. If they send in a trouble report indicating what the counter is that they are looking for, we can usually update **Print Tracker** within a week or so to support the new model.

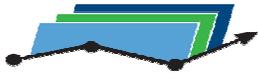
**Q:** Does the software automatically update itself?

**A:** An automatic upgrade program is in place that updates **Print Tracker** installations to the latest version.

However, if you wish to upgrade an installation manually, from within **Print Tracker**, click on Help > About Print Tracker > Check for Newer Version. The latest version can then be downloaded. If you have the **Print Tracker** Admin tool and would like to remotely upgrade a **Print Tracker** installation, from the Installations tab right-click on the installation and select "Upgrade to Latest Version".

**Q:** How can I lock down **Print Tracker** so the end customer can't make changes?

**A:** In **Print Tracker**, go to Config > Advanced > Password Protect Print Tracker and shutdown the application. **Print Tracker** will then be locked, only allowing a person to send a report unless the dealer's password is entered.



**Q:** Into which billing databases can **Print Tracker** electronically enter meter data?

**A:** The **Print Tracker** Data Processor can enter meters into e-automate, NextGen, OMD, and Great Plains.

For OMD, the U/SQL driver from Transoft, which is available exclusively through OMD, is required.

**Q:** How are the meters entered into the billing database?

**A:** The Data Processor puts the meters into the billing database based on serial number. It is installed on one of your servers that has ODBC access to the billing database. For OMD, the use of the U/SQL driver from Transoft and access to either the OMD Vision client or to I-Manager is required.

**Q:** How do I install **Print Tracker** to capture local print counts?

**A:** There are three ways to do this:

- 1) install **Print Tracker** on each workstation individually, being sure to set 'Include in Reports' to True,
- 2) install from the USB drive, or, if the office is quite large,
- 3) use a command line installation, run from a login script or installer utility.

**Q:** How do I use command line installation to install **Print Tracker** to capture local print counts?

**A:** Please see the command line installation at:

[http://PrintTracker.net/Command\\_Line\\_Instructions.pdf](http://PrintTracker.net/Command_Line_Instructions.pdf).

**Q:** How do I stop a device from sending meters?

**A:** To prevent a device from reporting meters, switch the 'False' to 'True' in the Include in Report column.

**Q:** How do I make a non-included device disappear from **Print Tracker**?

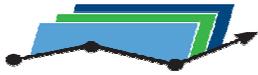
**A:** Go to View > Only Show Included devices. Once this is checked, all devices set to 'False' will not be visible. (It is best to not delete devices, as **Print Tracker** will re-find them when it does its auto-search on Mondays and Thursdays.)

**Q:** What ports does **Print Tracker** use?

**A:** **Print Tracker** queries the devices using SNMP over port 161 at the location where it is installed, and then uses the SSL port, port 443, to send the encrypted data to the secure web server.

**Q:** Can **Print Tracker** be configured to not send the data to the default web server?

**A:** Yes. On the Registration page, enter the dealer ID followed by 'XXX'. When the 'Get License Key' button is pressed, you will be prompted for SMTP server information, which will be used to send the reports.



**Q:** How much network bandwidth does **Print Tracker** use?

**A:** **Print Tracker** sleeps most of the time, but wakes up two or three times a day to pull meters. For a typical network segment, **Print Tracker** will send or receive about 80 KB of data when it pulls the meters. Twice a week **Print Tracker** may perform a search of the network to see if new devices have been added. During these searches **Print Tracker** will send or receive around 150 KB of data per network segment.

**Q:** If the customer is using a proxy server and needs to allow traffic from **Print Tracker** out to the secure web servers, how can that be configured?

**A:** The web server domains that **Print Tracker** uses are secure.tc101.com and secure.nexation4.com. A workstation can be configured to allow communication to the web servers by opening up Microsoft Internet Explorer and selecting Tools > Internet Options > Connections > LAN Settings... If a proxy server is setup, click on Advanced and add the following to the Exceptions list: secure.tc101.com, secure.nexation4.com. From within **Print Tracker**, you may need to go to the Advanced Settings and use the option "Use browser to send reports".

**Q:** Is the **Print Tracker** software busy pulling meters all of the time?

**A:** No, the **Print Tracker** software sleeps, then wakes up periodically to perform necessary tasks.

Here are the times that **Print Tracker** wakes up to do work:

10:35 a.m. - Pull meters

11:25 a.m. - Check for messages

2:35 p.m. - Pull meters

4:25 p.m. - Check for messages, pull meters, Auto-Search network for new devices on Monday and Thursday

If toner level alerts are turned on, **Print Tracker** checks toner levels every hour. If service alerts are turned on, **Print Tracker** will wake up as scheduled to check device status.

Reports - **Print Tracker** wakes up to send the scheduled report. If the workstation is off, the report will be sent when it is turned on. If the Internet is down, **Print Tracker** checks for a connection every 5 minutes until one is available and then sends the report.

**Q:** Why are we receiving random reports, when we are only scheduled to receive reports on the 15th?

**A:** **Print Tracker** wakes up on Monday and Thursday afternoons to do an auto-discovery to find new devices. If one or more new devices are found, it sends an email to let you know of the discovery.

If you want to disable the Auto Discovery functionality, you can turn it off in **Print Tracker**.

Click the Config button, go to Advanced Settings, then uncheck the "Enable automatic network printer searches".

For more information got to

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