

JetAdvice 2.0

Data Collector v. 2.0

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JetAdvice



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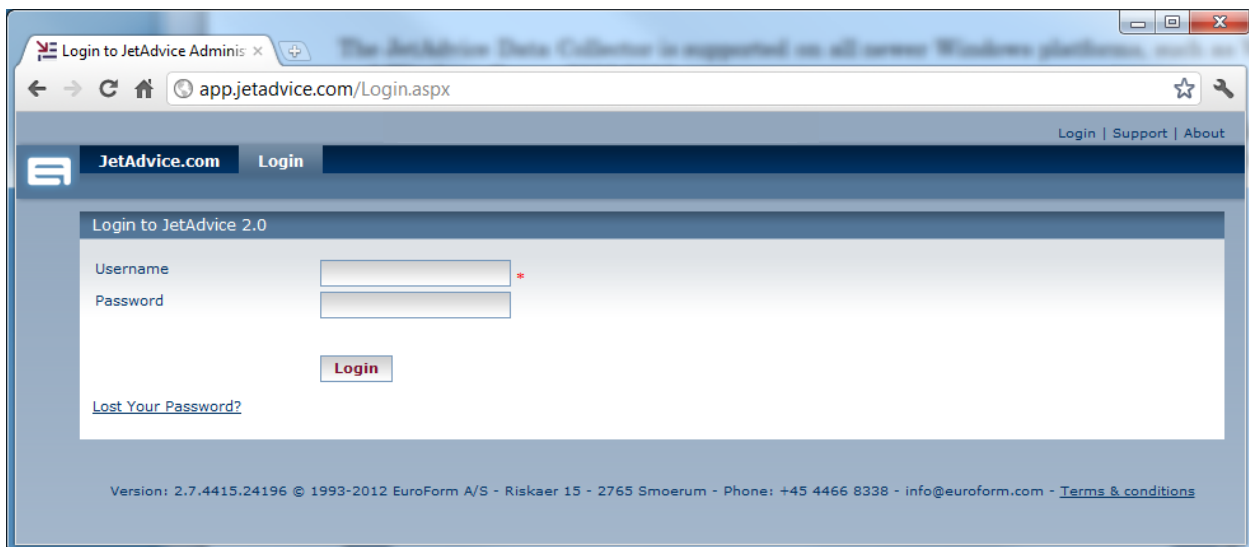
Installation

This document explains how to successfully install the JetAdvice Data Collector, and is valid for versions 2.0 and newer. The screenshots are taken from a Windows 7 installation and can look slightly different on other platforms.

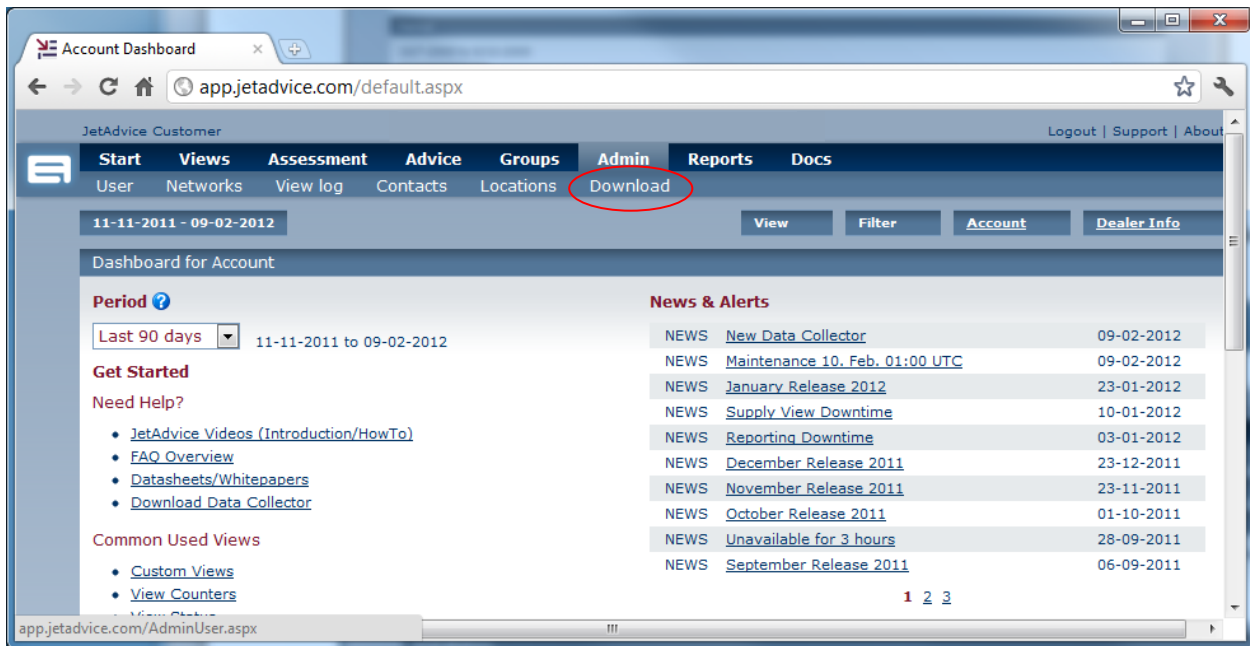
The JetAdvice Data Collector is supported on all newer Windows platforms, such as Windows XP/Vista and Windows Server 2003/2008.

Prior to installation of JetAdvice Data Collector you must install .NET Framework 3.5 SP1 or newer version. .NET Framework 3.5 SP1 can be downloaded from Microsoft website: www.microsoft.com.

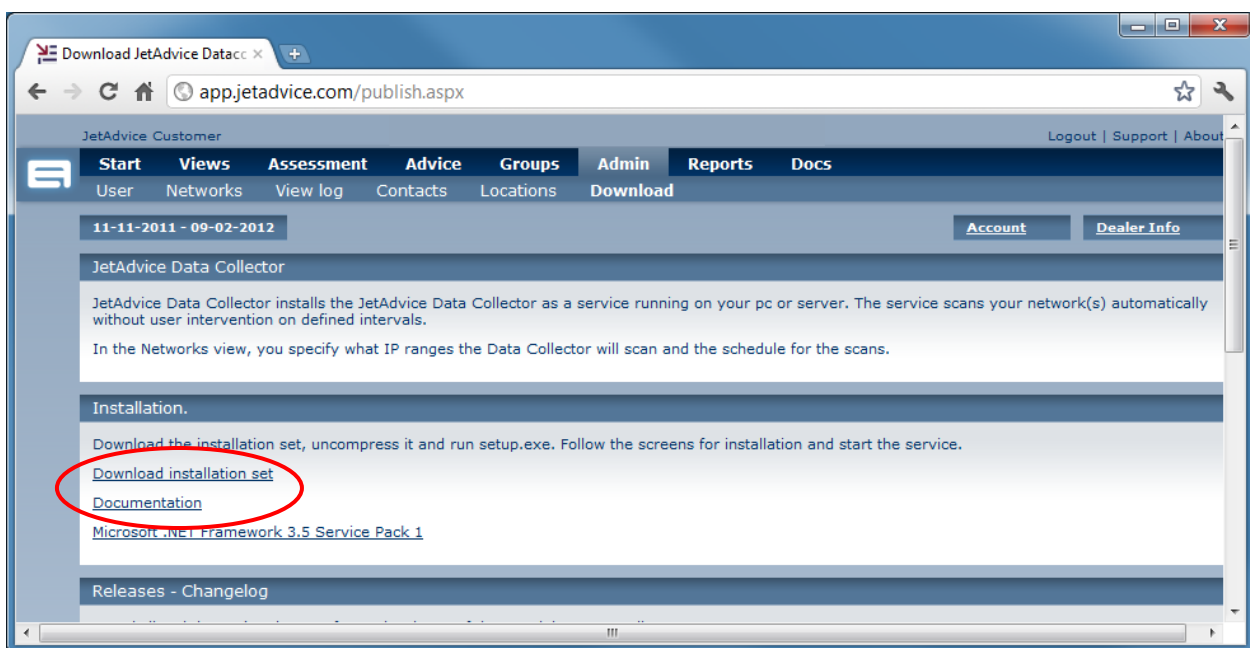
When you are set to install go to app.jetadvice.com.



Enter your credentials and click Log In. You have received your login information in an e-mail from your reseller, vendor or supervisor. After successful login you must use the dropdown menu and navigate to Admin – Download.

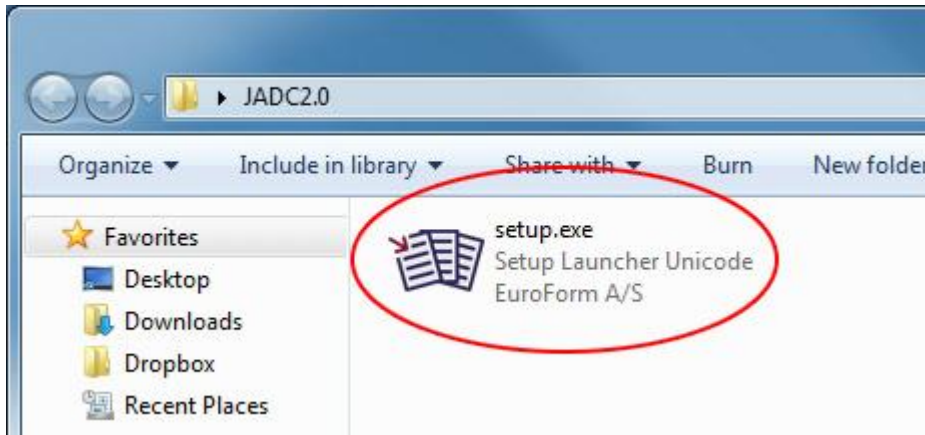


Next click on the “Download installation set”. You will also have the opportunity to download .NET Framework 3.5 SP1 if you haven’t already installed it.



Your browser will now download a compressed zip file containing the installation files for JetAdvice Data Collector.

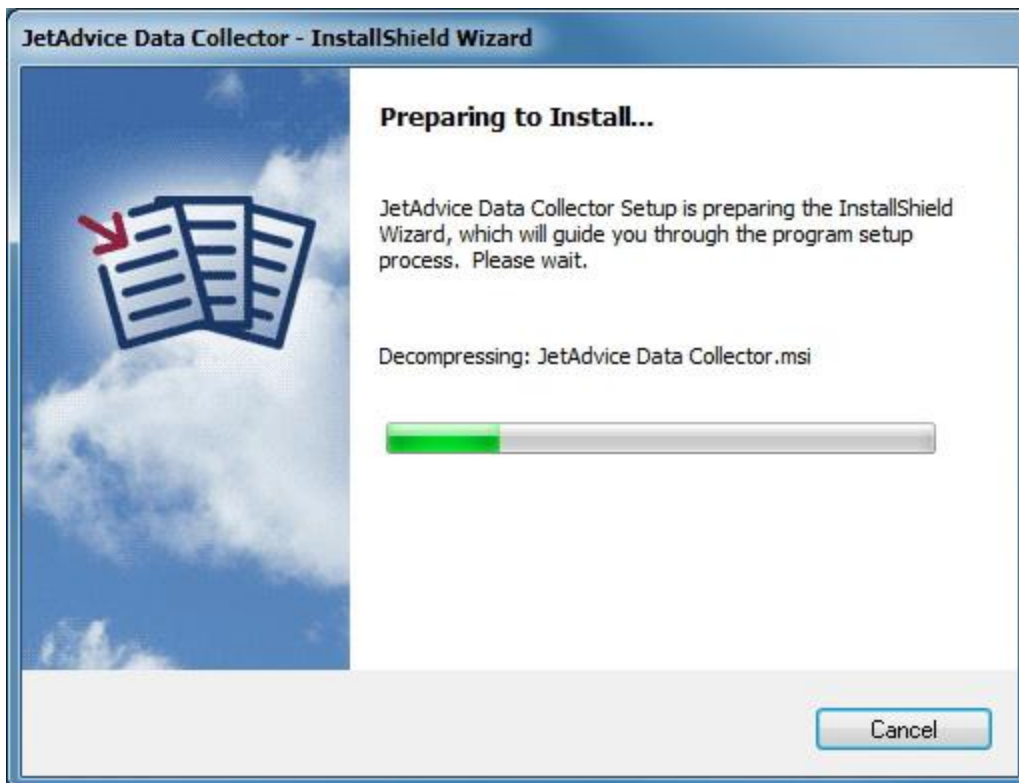
Next unzip the compressed zip file and double-click the Setup.exe. Installation will now begin.



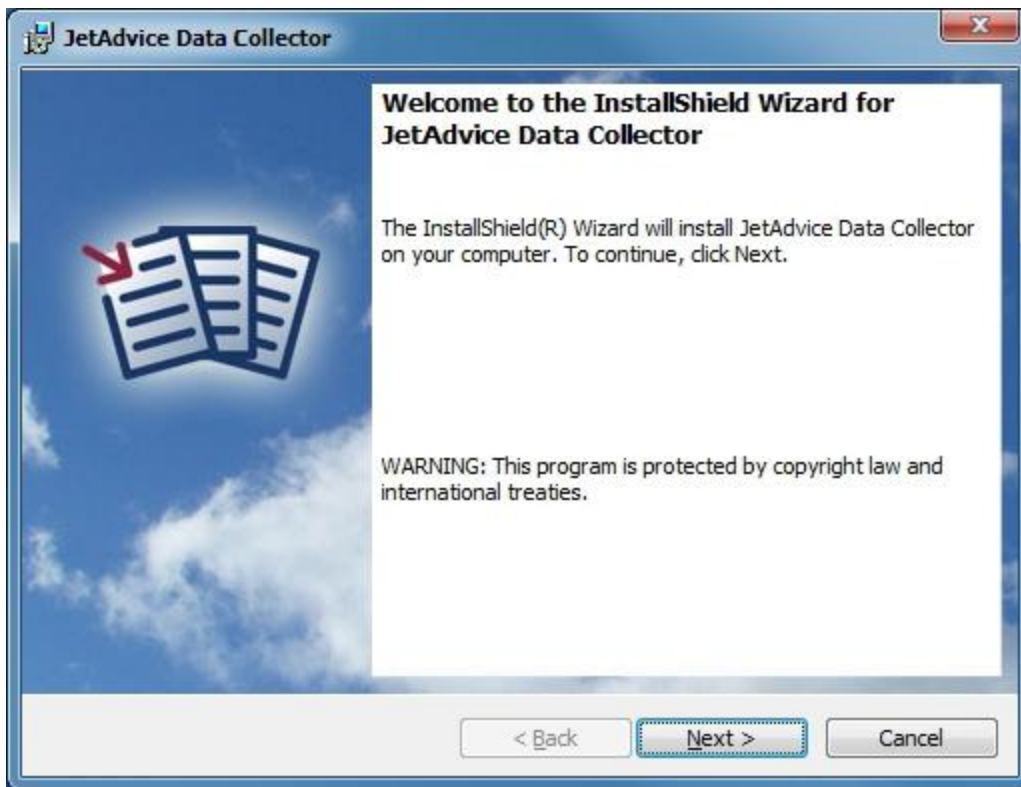
The installation wizard consists of a few minor steps.
Start by choosing your language from the drop down list, then select OK



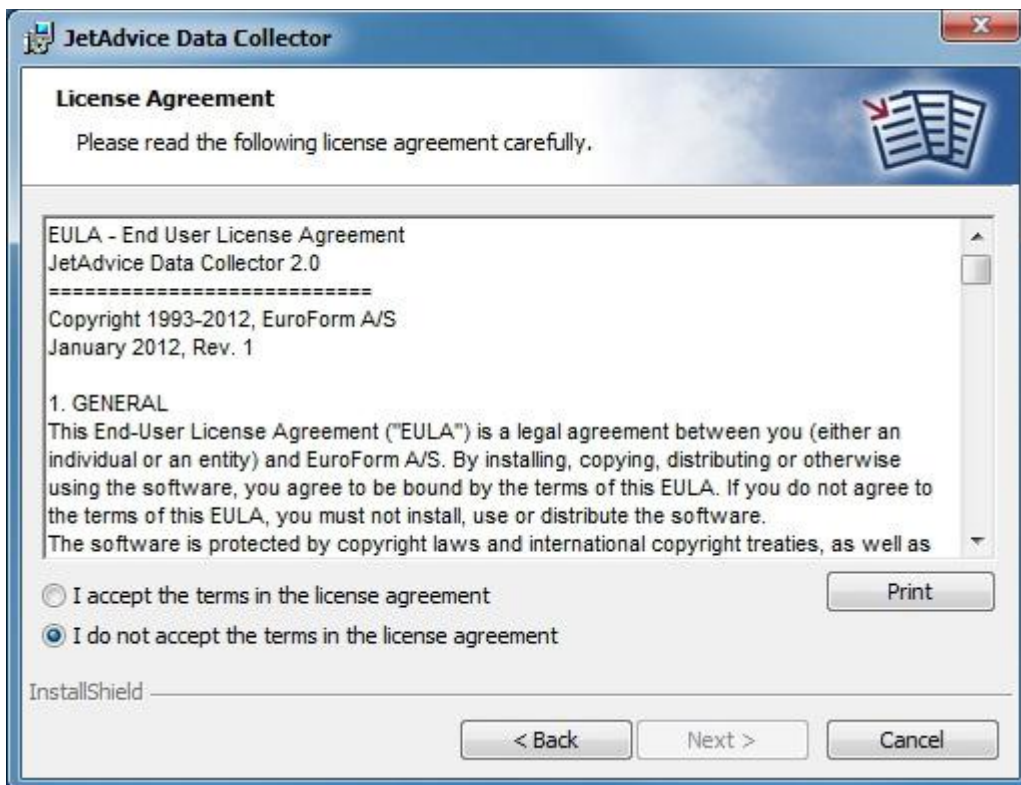
The Data Collector will prepare to setup the installation.



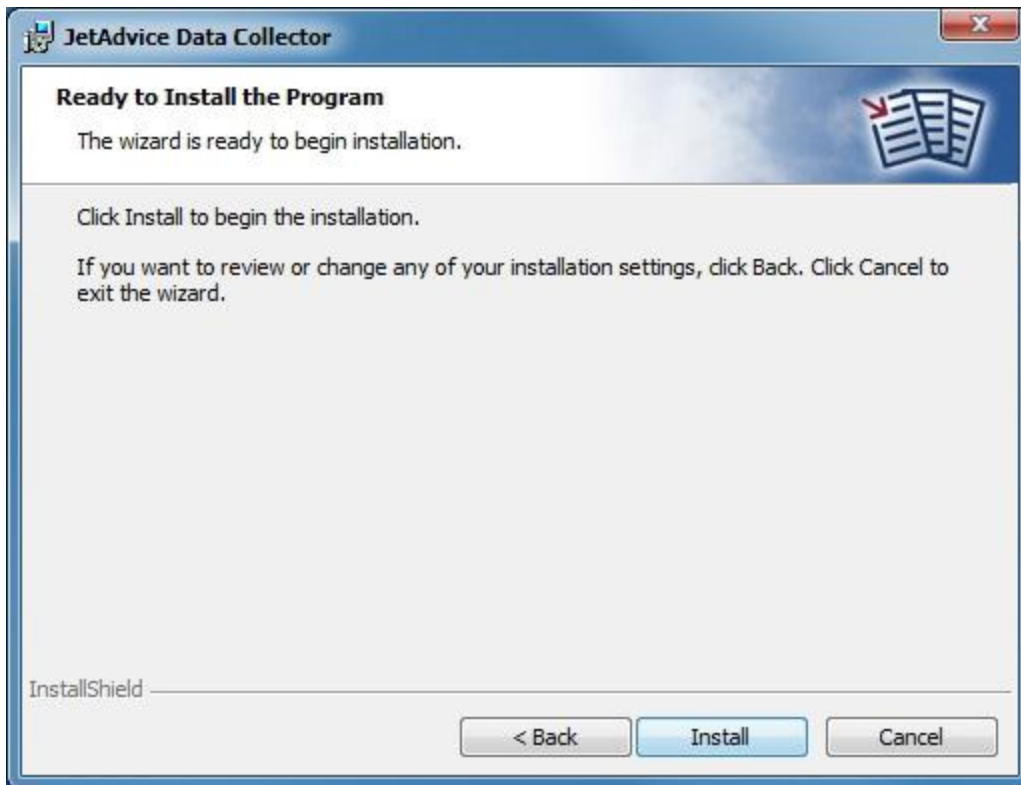
Select Next to proceed with the installation

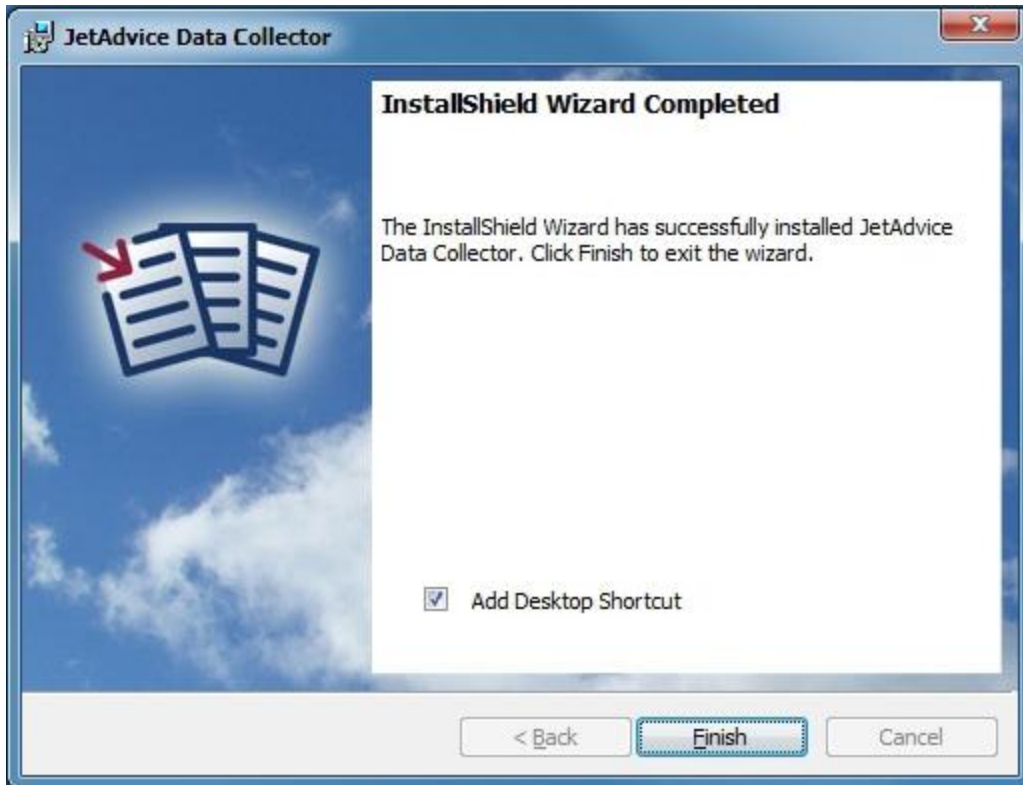


Next, make sure to read and accept the License Agreement. Then click Next.

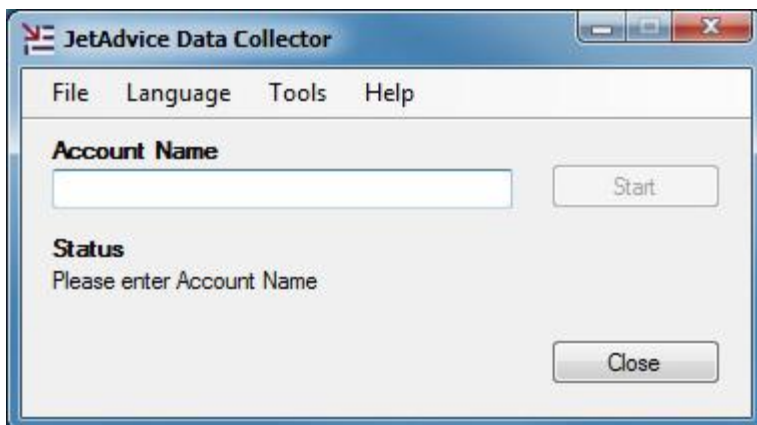
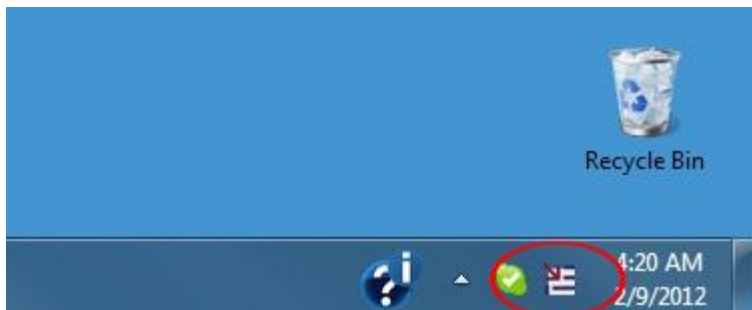


Then you are ready to install. Just click Install and the installation will be done automatically.

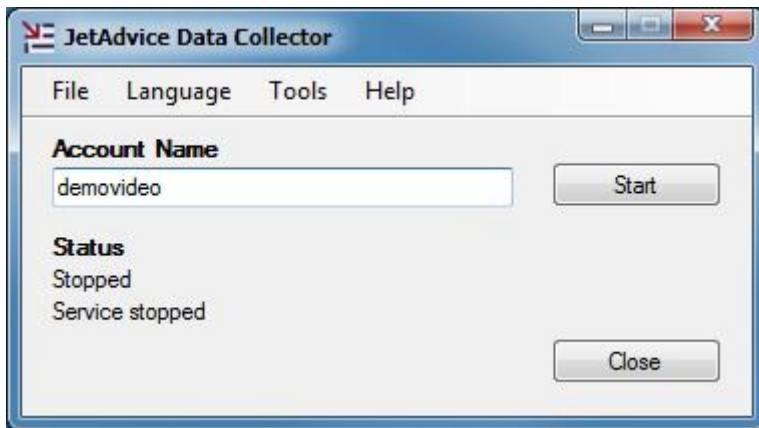




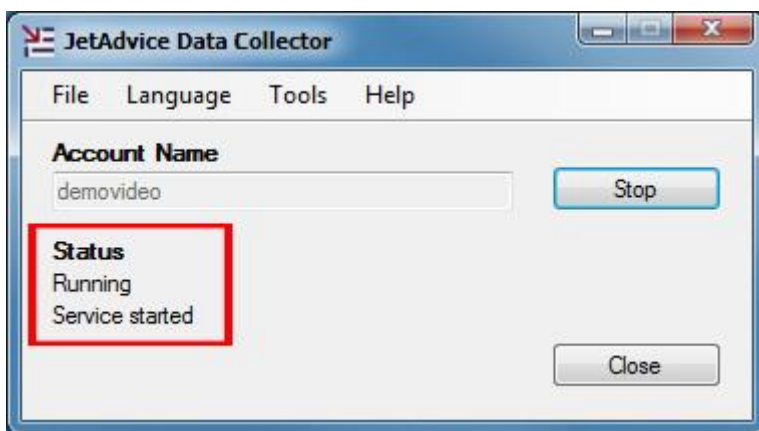
After installation is complete, click close. The JetAdvice Data Collector Manager will have started automatically during installation. If it does not appear you can find it in the system tray or start menu. Right-click the JetAdvice icon and select Open.



Start by entering your Account Name.

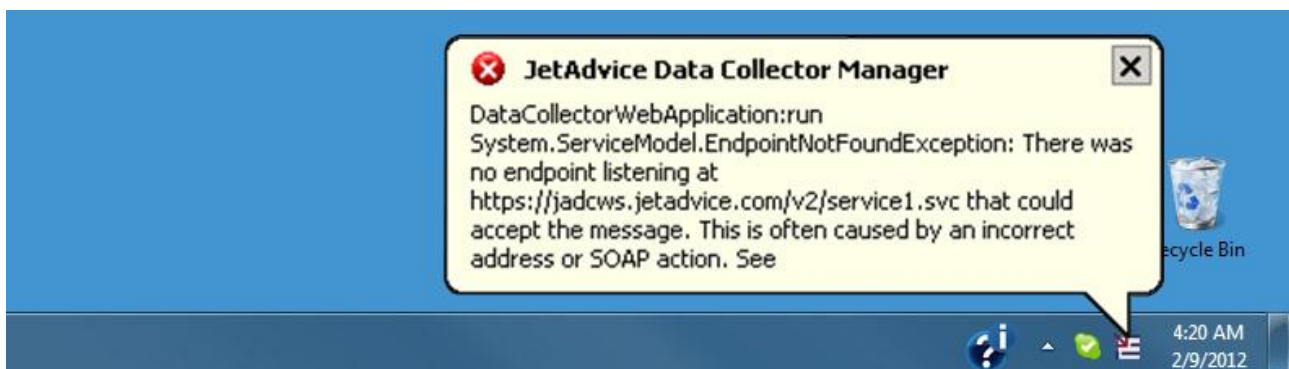


The press Start to register and start the Data Collector Service.

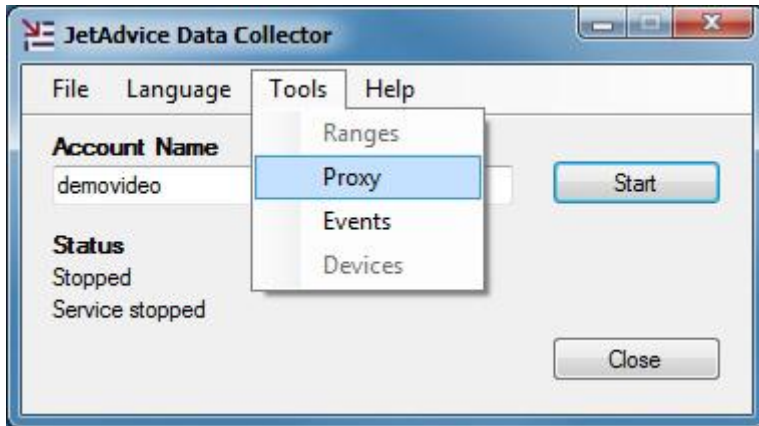


The Data Collector is now running and the Status will reflect its condition.

If you are accessing the Internet through a proxy server the following error may happen. By default, the Data Collector will try to detect your proxy settings automatically. If it cannot auto detect your proxy, you can still configure it yourself.

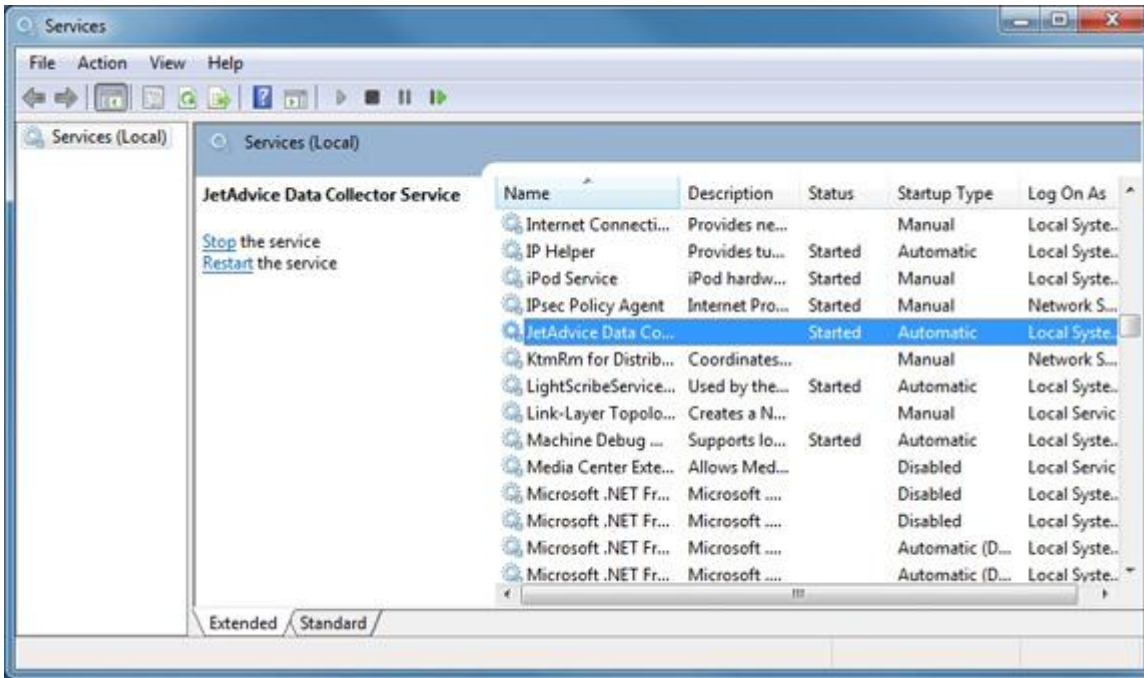


If you access the Internet through a proxy with authentication Stop the Data Collector by clicking Stop, then choose Tools then Proxy from the menu.

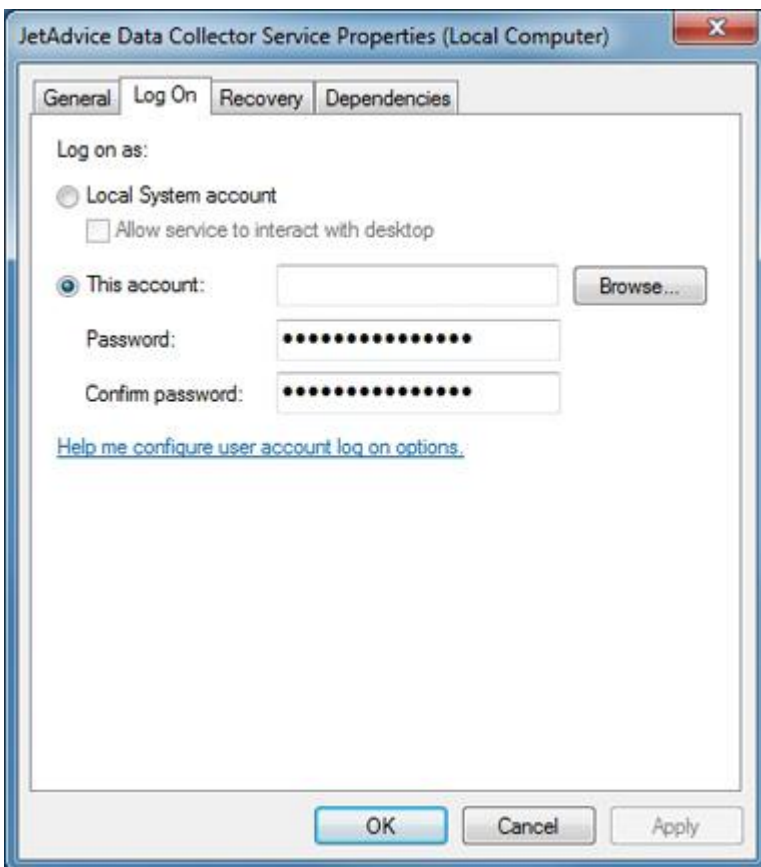


First uncheck the “Automatically detect Proxy”. Then enter the correct address and port for the proxy server. Press Test to verify the connection then press OK.

If the error appears again, you access the Internet through a proxy with authentication. Stop the service from the Manager. Then open the service console (services.msc) which can be found in the Administrative Tools menu. Locate the “JetAdvice Data Collector Service”.



Right-click and open Properties. Go to the Log On tab and change from “Local System” account to “This account” and enter credentials for an account which can access the Internet through your proxy with authentication. If you are unsure about this, contact your system administrator.



After this return to the manager and click Start. Now everything should be running.



Windows 2000 Server

Windows 2000 server is not supported, as Windows 2000 server does not support .NET.

Windows VISTA

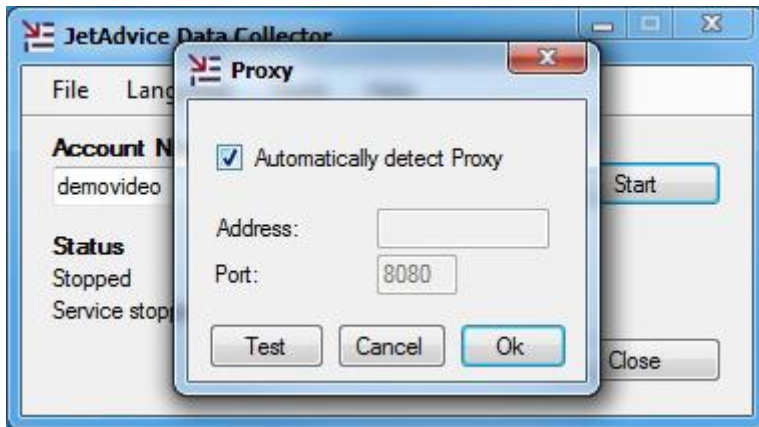
To install the JetAdvice Data Collector on Windows Vista, the User Account Control (UAC) needs to be disabled.

How to disable UAC:

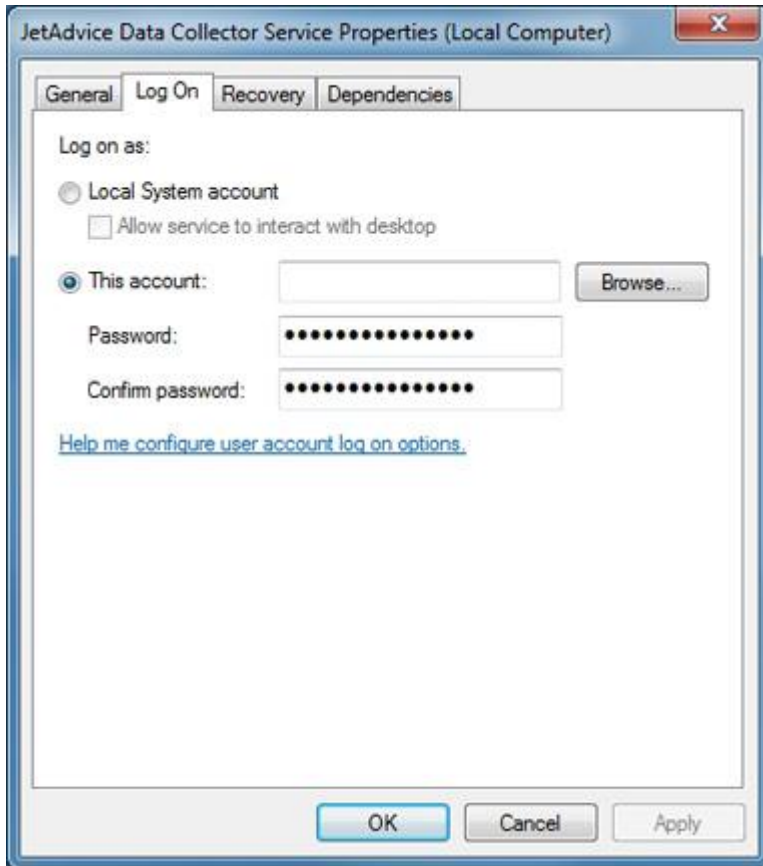
1. Select "Control panel"
2. Select "User Account"
3. Select "Turn User Account Control on or off"
4. Remove the checkmark in "Use User Account Control (UAC) to help protect your computer"
5. Select "OK"
6. Restart the Windows Vista PC
7. Then install "JetAdvice Data Collector"

Proxy settings

If the customer uses Proxy then you need to add Proxy settings in the JetAdvice Data Collector during the installation.



After that then set the JetAdvice Data Collector Service to use an account which has the necessary rights to access the internet



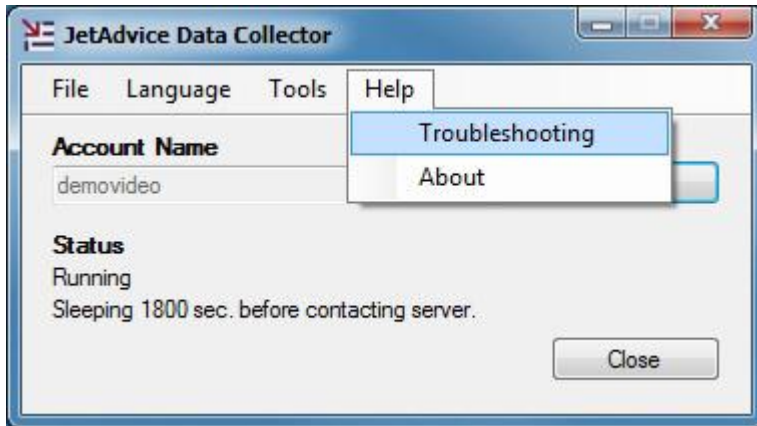
The JetAdvice Data Collector (JADC) is up and running. Once you enter your Account Name, the JADC will be registered and the Service will begin to run.

The process works as below when you select the Start button:

1. Register JADC
 - The user credentials used on the server need to have internet access because JADC will first receive an ID file from JetAdvice Web Service
 - The ID file will be saved in the library where JADC is installed
 - The JADC service is not started at this point so it is not possible to use the credentials defined in the JADC service
2. Start JADC service
 - Here the credentials defined in the JADC service are used and if Proxy settings are needed then the Proxy settings defined in JADC are used
 - The user needs to have rights to access the internet using http - port 80 and https port 443

Troubleshooting

The JetAdvice Data Collector now provides a troubleshooting feature to see the status of the services and components required.



To access this feature select Troubleshooting under Help in the menu.



If a problem has occurred a yellow warning will appear next to one of the components providing a simple and direct method of showing where the problem lies. Once you have resolved the problem select Retry to verify all components are ok, if so, all green check marks will appear.



HowTo uninstall

Please follow the steps to remove a program installed on the computer:

1. On the PC/server select "Start"
2. Select "Control Panel"
3. Select "Add or remove program"
4. Then go to "JetAdvice Data Collector" and select "Remove"
5. Then select OK to remove the JetAdvice Data Collector



Technical description

This section describes technical details about the JetAdvice Server and JetAdvice Data Collector and how the communication between your network and the JetAdvice Server is performed.

Network requirements

- Access to Internet
- SNMP enabled network

Data

Which data is transmitted over the Intranet/Internet, how much and how often?

JetAdvice uses HTTP port 80 (HyperText Transfer Protocol) for communication between the JetAdvice Data Collector and the JetAdvice Server. You can compare this to browsing the web with an Internet browser on a standard PC.

All data is exchanged in a compressed and encrypted way using HTTPS port 443 (HyperText Transfer Protocol Secure).

JetAdvice Data Collector is using Simple Network Management Protocol (SNMP) to collect MIB / OID data from the printers on your network. This is done using as few network resources as possible.

Print jobs can not be reproduced or replicated based on submitted data. Only Accounting/status information (meta data) is transmitted. This ensures a high degree of confidentiality. Please notice that data is encrypted and compressed when transmitted.

The data transmission (HTTP request) is usually below 100 Kb.

Data, by default, is scheduled to be transmitted every 120 min. to the JetAdvice Server.

The JetAdvice Data Collector service is easily configured on the JetAdvice Server.

Technologies used

The JetAdvice server and JetAdvice Data Collector are building on the flexible and highly secure.NET platform that offers superior performance and scalability.

For communication is used Microsoft Windows Communication Foundation (WCF).

Prerequisites

Microsoft .Net 3.5 Framework SP1 (if not installed on the server it will take up ~600MB)
SNMP version 1.0 enabled on network and devices.

Community name is used as standard „Public“.

The JetAdvice Data Collector service takes only few resources on the computer it is installed on, and can run on all hardware that meets the .Net 3.5 requirements.

The principal of Data Collector functions

The program will contact the JetAdvice server for:

- Authentication
- List of network ranges
- List of MIBS
- Scan intervals

The JetAdvice Data Collector will scan all defined network ranges searching for printing devices (printers, MFP's, fax eg.)



If a printer is found, it will be matched to a specific MIB and via SNMP asked for the specific information related to type and model.

See example below:

| Printer name | No Name Color Copy |
|---------------------|---------------------------|
| IPv4 | 192.168.0.169 |
| Serial Number | JPC1H11795 |
| Hostname | NPI870A6C |
| Date | 20-03-2010 |
| MLC | 1265 |
| Mono | 558744 |
| Color | 125587 |
| Model Number | XYZ481Q |
| Firmware Date Code | 29-08-2007 |
| Firmware Version | 50.021.1 |
| Printer Display | Ready |
| Device Location | Reception |
| Device AssetNumber | PRN-2007-A8743 |
| Black toner | 53% |
| Cyan toner | 68% |
| Magenta toner | 21% |
| Yellow toner | 100% |
| Black drum | na |
| Cyan drum | na |
| Magenta drum | na |
| Yellow drum | na |
| Image Transfer | 98% |
| Image Fuser Kit | 98% |
| Document Feeder | 99% |
| Black (Coverage) | 5,3 |
| Cyan (Coverage) | 3,4 |
| Magenta (Coverage) | 2,7 |
| Yellow (Coverage) | 2,8 |
| Printing (Watt) | 720 |
| Standby (Watt) | 85 |
| PowerSave (Watt) | 26 |
| Off (Watt) | 0,42 |

