JetAdvice Manager
Data Collector v. 2.3

Date: 18-5-2020

JetAdvice

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Installation

This document explains how to successfully install the JetAdvice Data Collector, and is valid for versions 2.3 and newer. The screenshots are taken from a Windows server 2008 installation and can look slightly different on other platforms.

The JetAdvice Data Collector is supported on all newer Windows platforms:

- Windows Vista SP2 (x86 and x64)

- Windows 7 SP1 (x86 and x64)

- Windows 8 (x86 and x64)

- Windows 10 (x86 and x64)

- Windows Server 2008 R2 SP1 (x64)

- Windows Server 2012 (x64)

- Windows Server 2012 R2 SP1 (x64)

- Windows Server 2016 (x64)

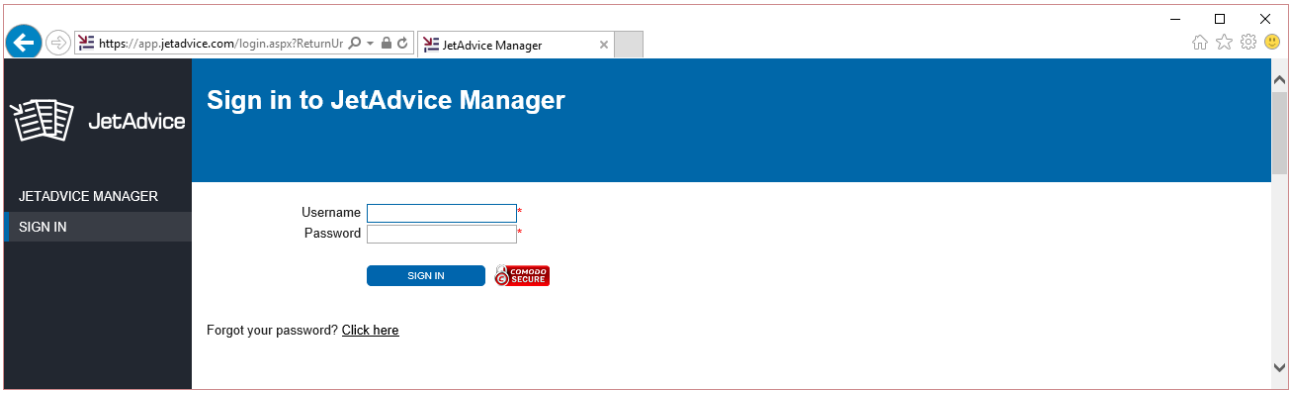
- Windows Server 2019 (x64)

For Windows Xp and Windows server 2003 see FAQ here

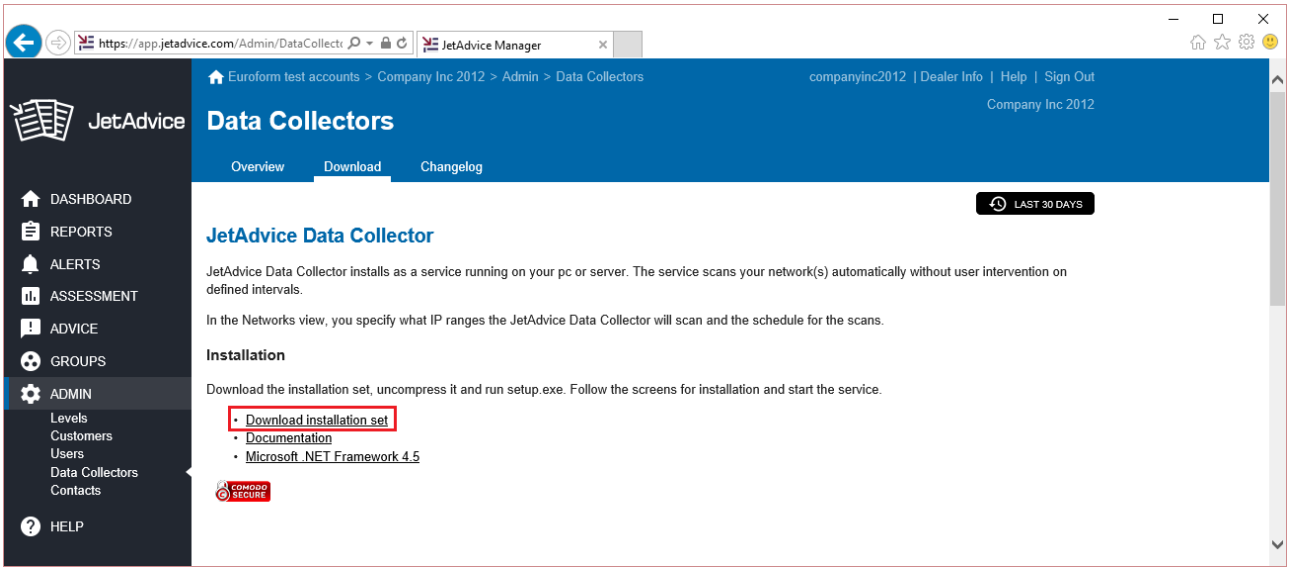
Prior to installation of Data Collector 2.3 you must install .NET Framework 4.72 or higher.
A reboot is maybe required after installation.
If not installed it can be downloaded during the installation of the Data Collector for PC.

Latest .NET Framework can also be downloaded from Microsoft website where also requirements for .Net Framework is listed: www.microsoft.com.

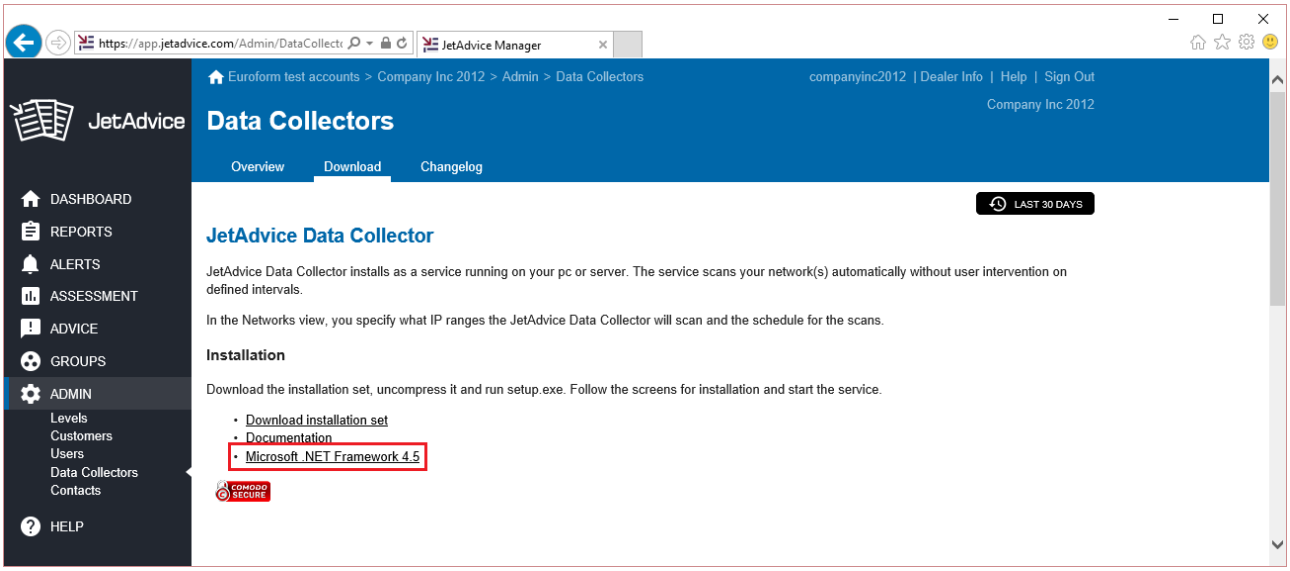
When you are set to install go to app.jetadvice.com.



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

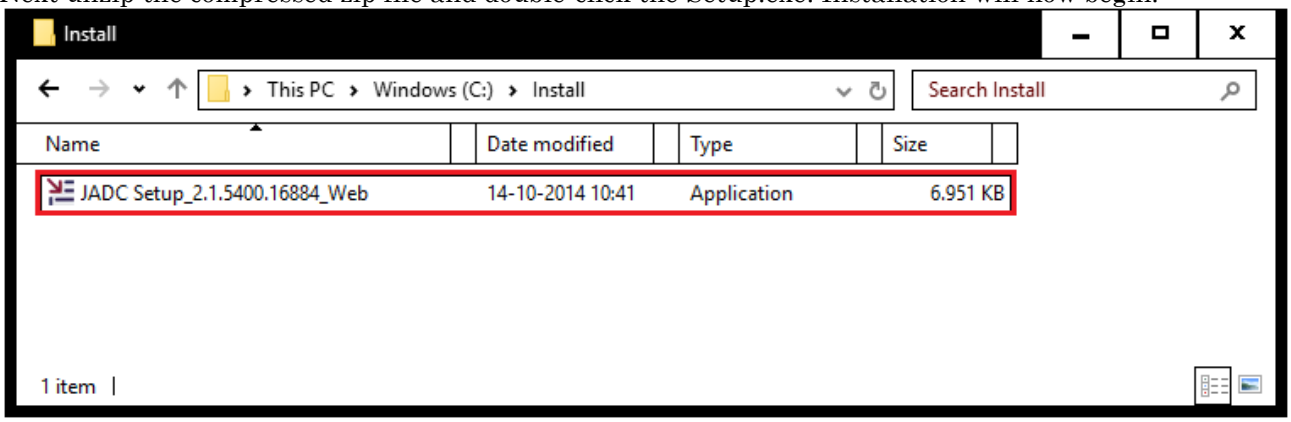

https://app.jetadvice.com/Admin/DataCollecti
JetAdvice Manager
JetAdvice
Euroform test accounts > Company Inc 2012 > Admin > Data Collectors
companyinc2012 | Dealer Info | Help | Sign Out
Company Inc 2012
Data Collectors
Overview
Download
Changelog
LAST 30 DAYS
DASHBOARD
REPORTS
ALERTS
ASSESSMENT
ADVICE
GROUPS
ADMIN
Levels
Customers
Users
Data Collectors
Contacts
HELP
JetAdvice Data Collector
JetAdvice Data Collector installs as a service running on your pc or server. The service scans your network(s) automatically without user intervention on defined intervals.
In the Networks view, you specify what IP ranges the JetAdvice Data Collector will scan and the schedule for the scans.
Installation
Download the installation set, uncompress it and run setup.exe. Follow the screens for installation and start the service.
Download installation set
Documentation
Microsoft .NET Framework 4.5
COMODO SECURE

Next click on the “Download installation set”. The Data Collector will check during installation if .NET Framework 4.72 are installed if you haven’t already installed it. If not it can be downloaded during the installation.

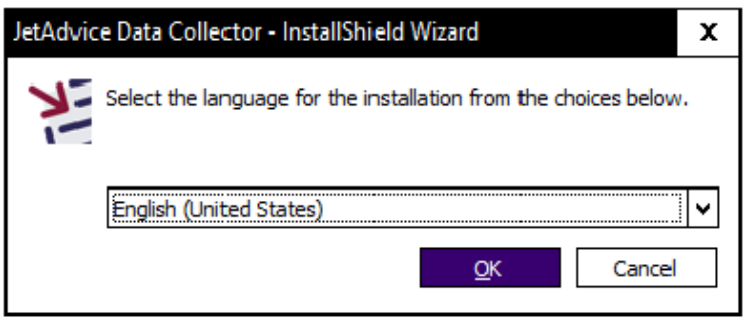


Your browser will now download a compressed zip file containing the installation files for JetAdvice Data Collector.

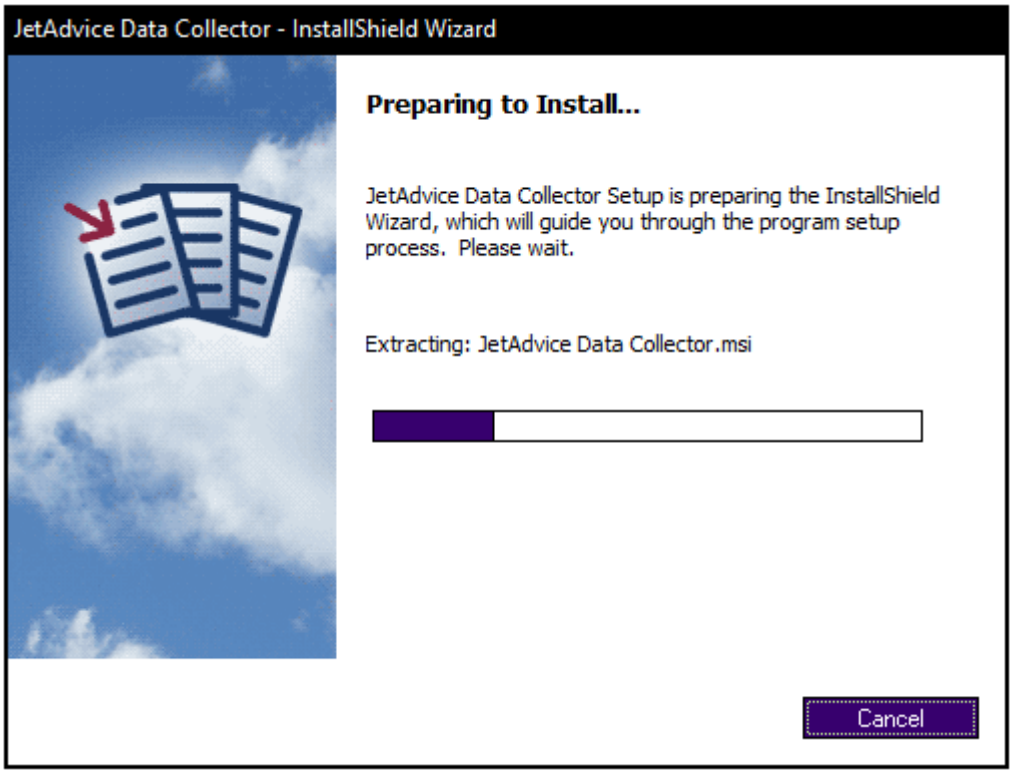
Next unzip the compressed zip file and double-click the Setup.exe. Installation will now begin.



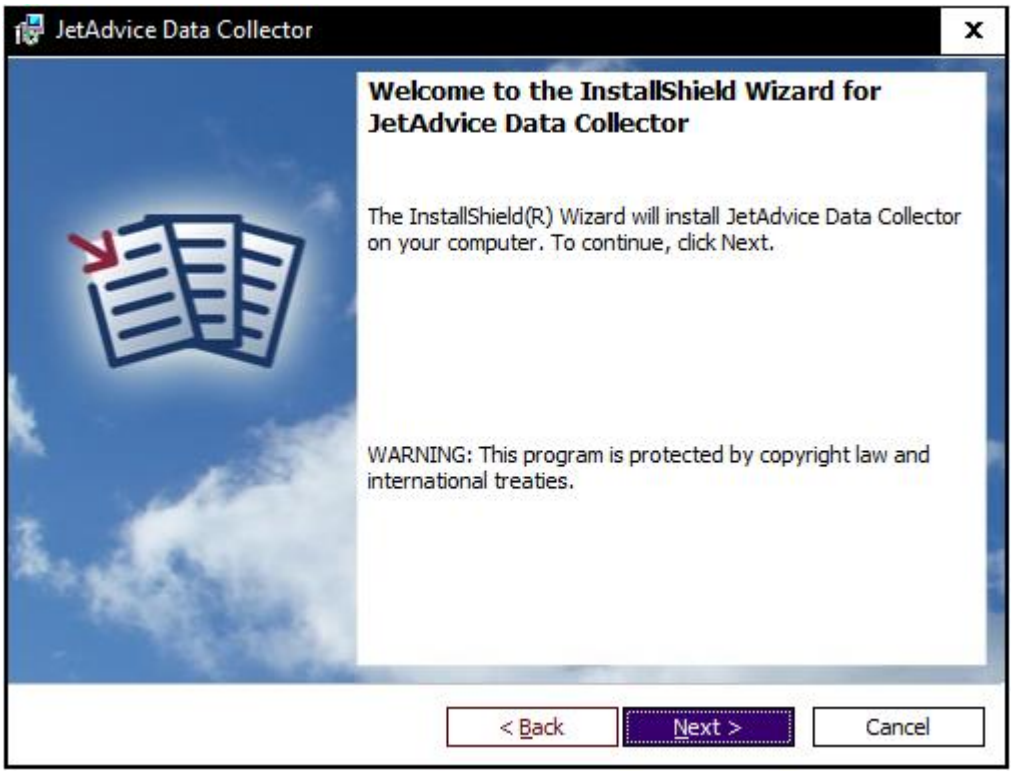
The installation wizard consists of a few minor steps.
Start by choosing your language from the drop down list, then select OK



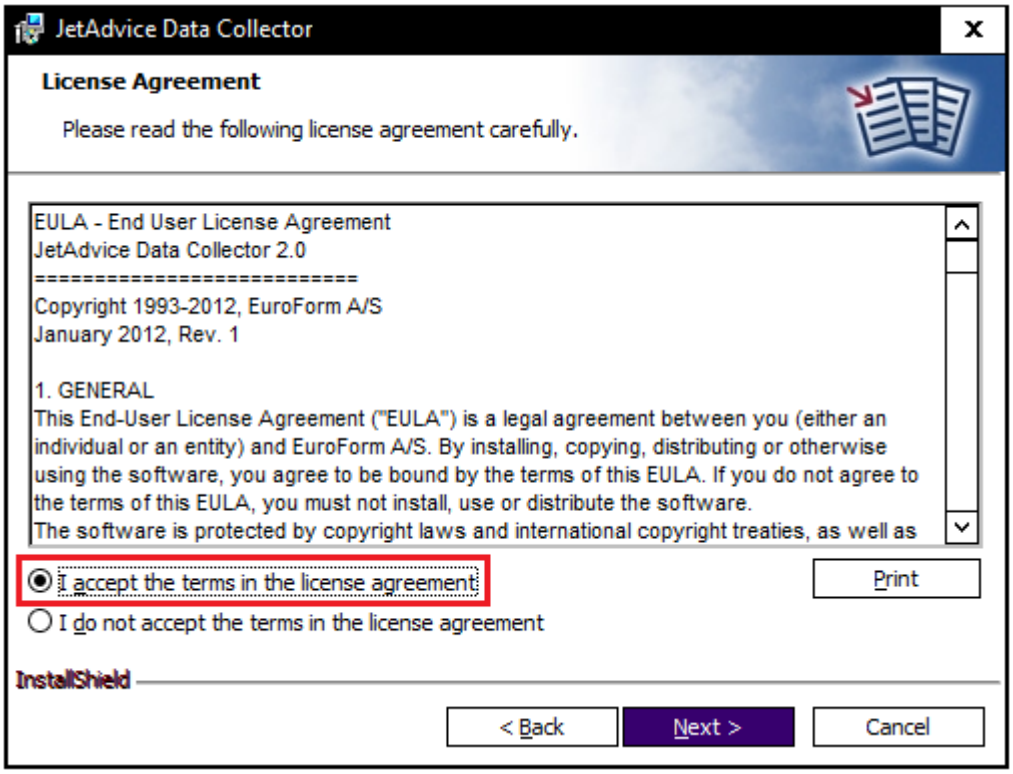
The Data Collector will prepare to setup the installation.



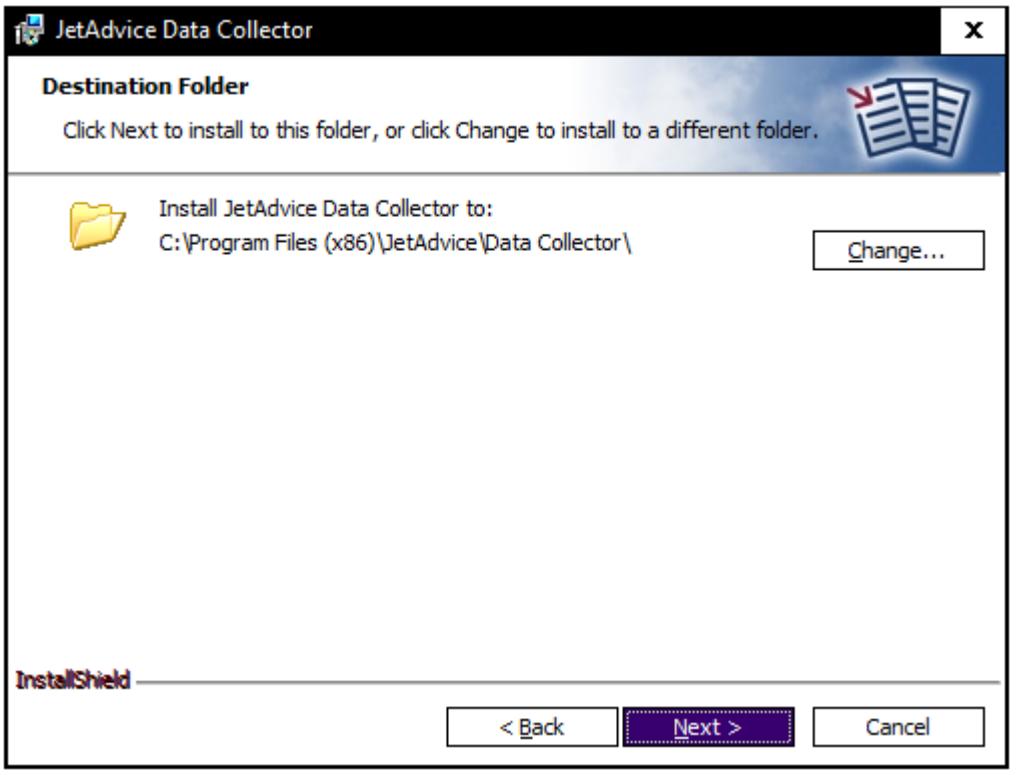
Select Next to proceed with the installation



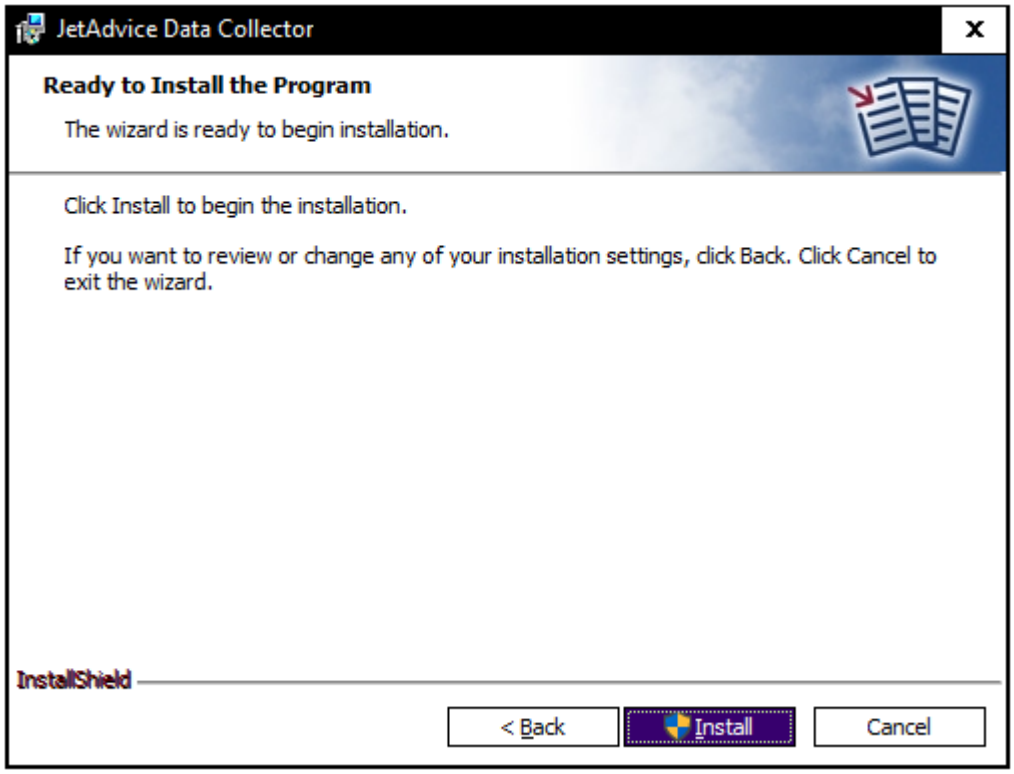
Next, make sure to read and accept the License Agreement. Then click Next.

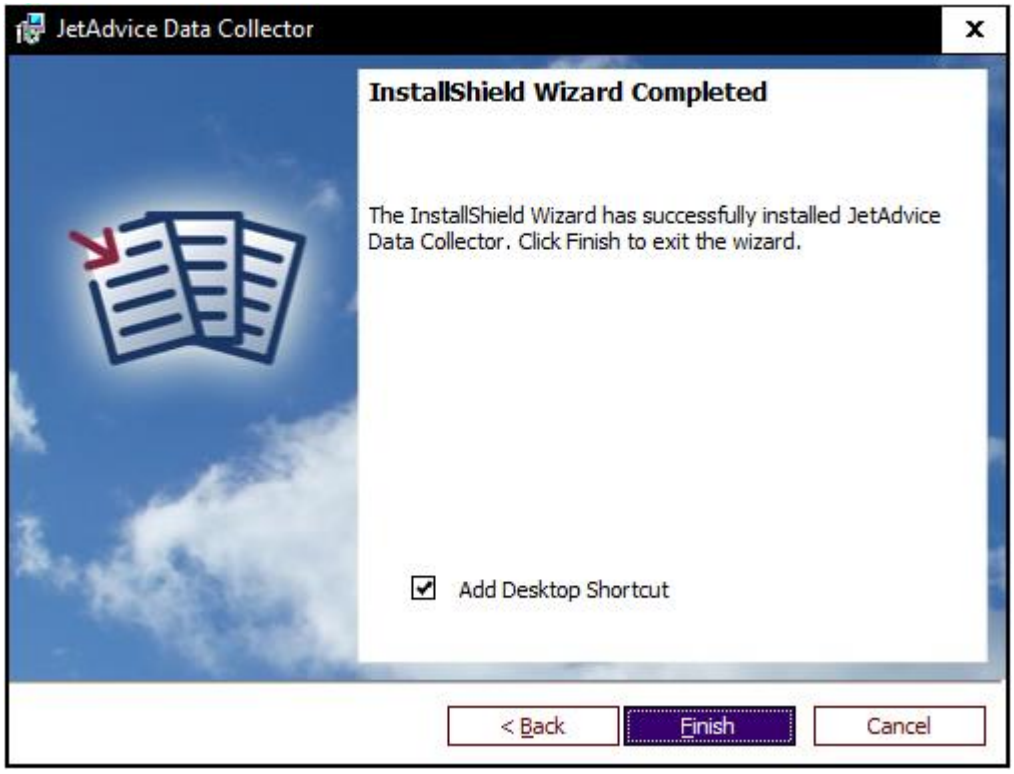


Select destination folder for installation. It is recommended to use default folder. Then click Next.

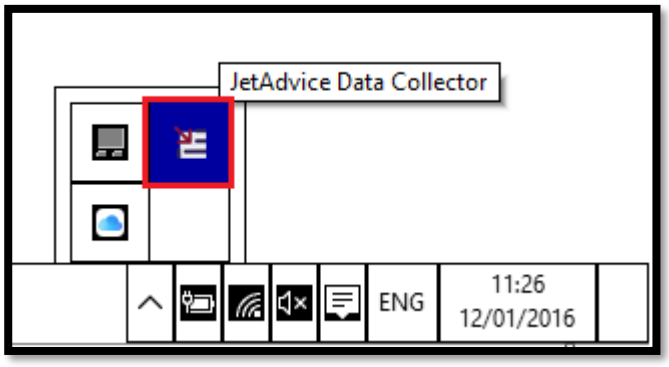


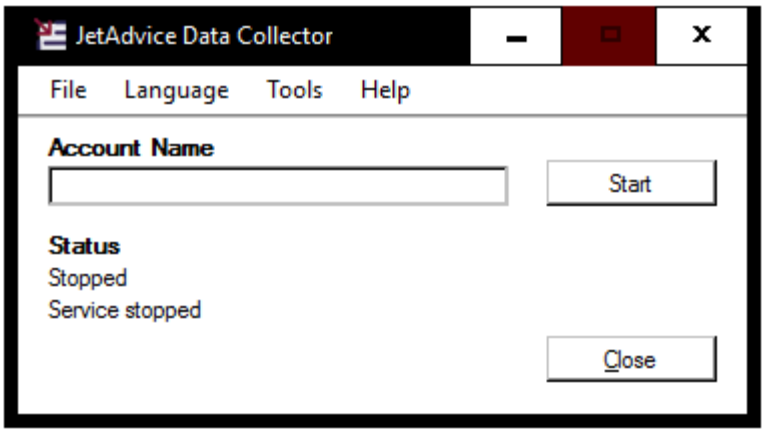
Then you are ready to install. Just click Install and the installation will be done autmatically.



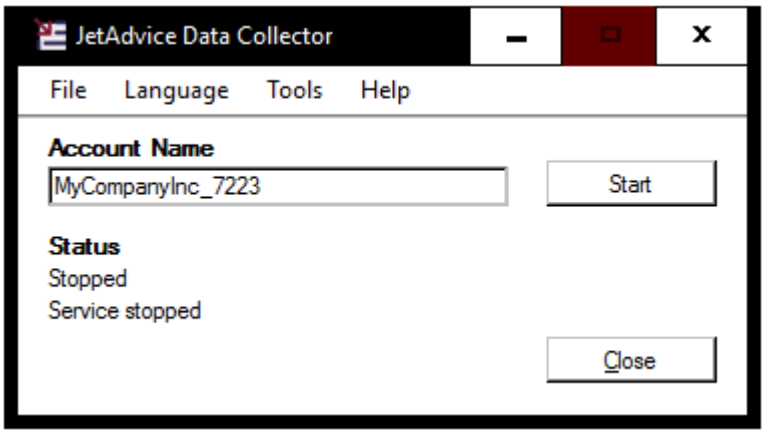


After installation is complete, click Finish. The JetAdvice Data Collector Manager will have started automatically during installation. If it does not appear you can find it in the system tray or start menu. Right-click the JetAdvice icon and select Open.

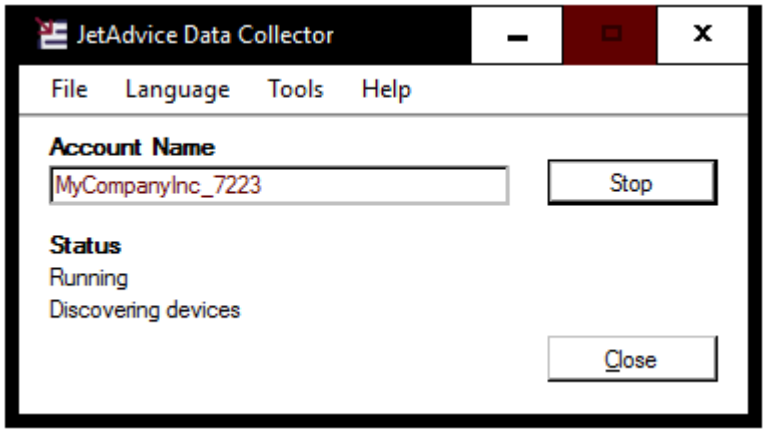




Start by entering your Account Name from the Setup Instructions Email.



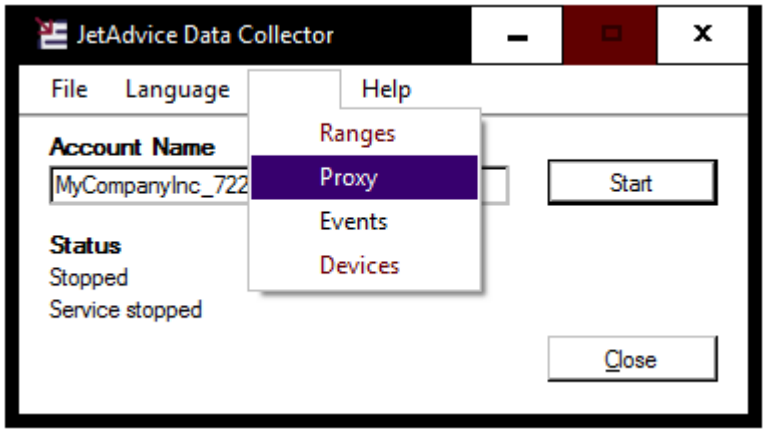
The press Start to register and start the Data Collector Service.

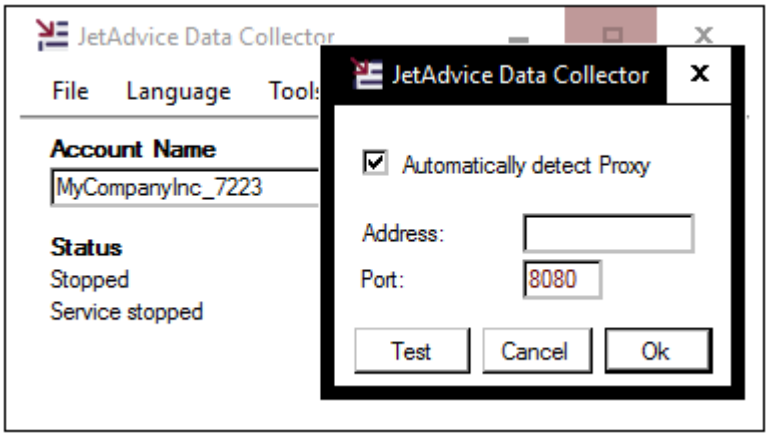


The Data Collector is now running and the Status will reflect its condition.

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.

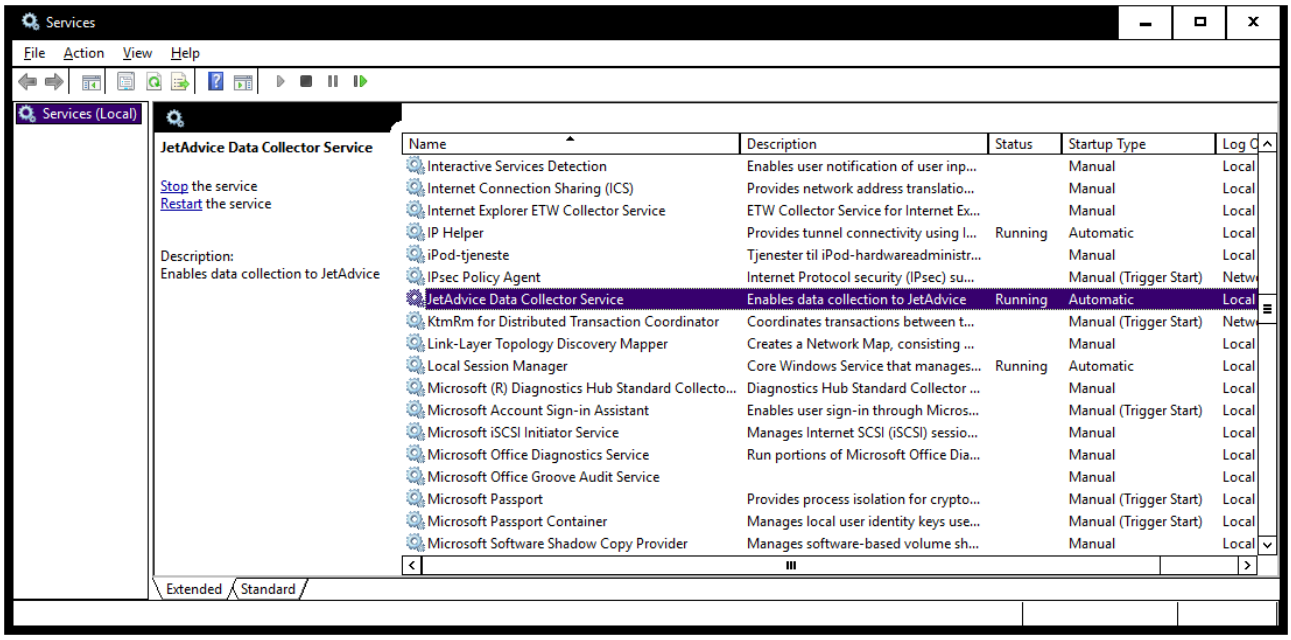
If you access the Internet through a proxy with authentication Stop the Data Collector by clicking Stop, then choose Tools then Proxy from the menu.



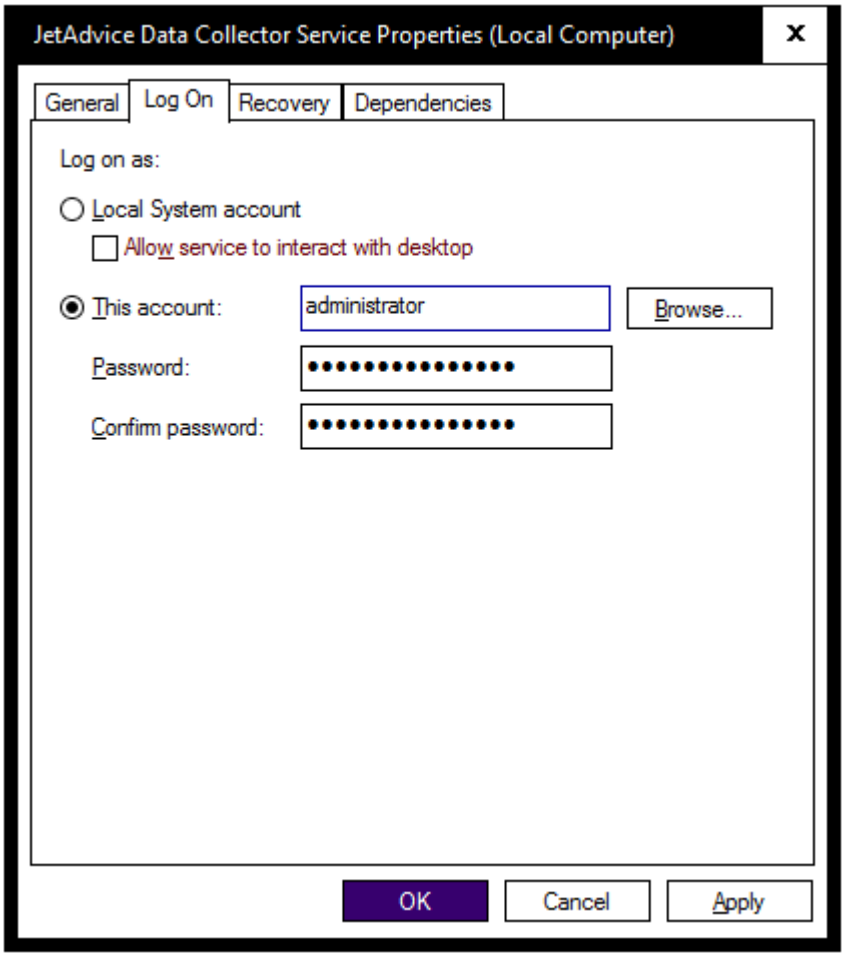


First uncheck the “Automatically detect Proxy”. Then enter the correct address and port for the proxy server. Press Test to verify the connection then press OK.

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 the setting 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 2003 Server and Windows Xp

Windows 2003 server and Windows Xp is not supported, as Windows 2003 and Windows Xp does not support .NET Framework 4.5 or higher.

For Windows Xp and Windows server 2003 see FAQ here

Windows VISTA

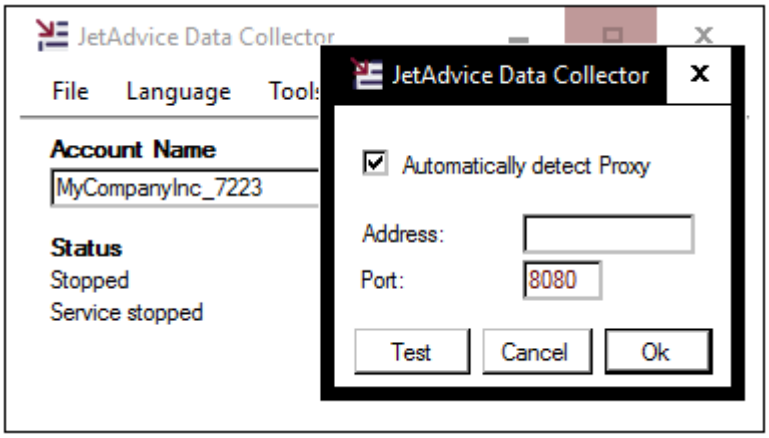
To install the JetAdvice Data Collector on Windows Vista, the User Account Control (UAC) needs to be disabled.

How to disable UAC:

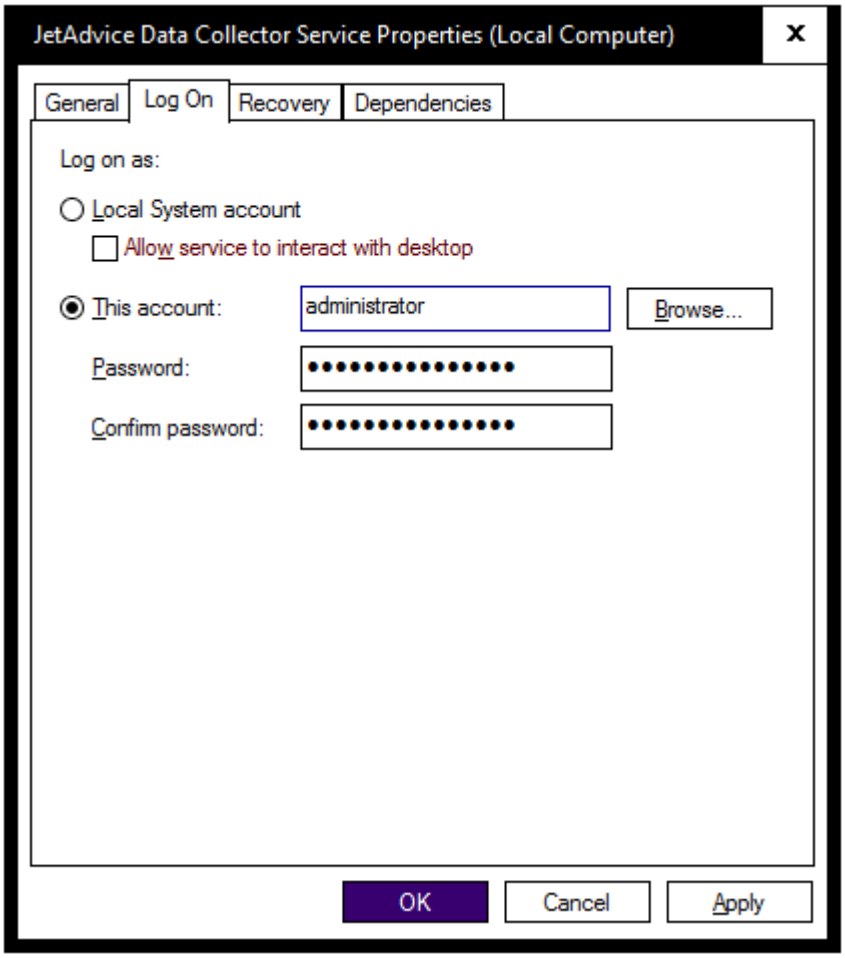
1. Select "Control panel"
2. Select "User Account"
3. Select "Turn User Account Control on or off"
4. Remove the checkmark in "Use User Account Control (UAC) to help protect your computer"
5. Select "OK"
6. Restart the Windows Vista PC
7. Then install "JetAdvice Data Collector"

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



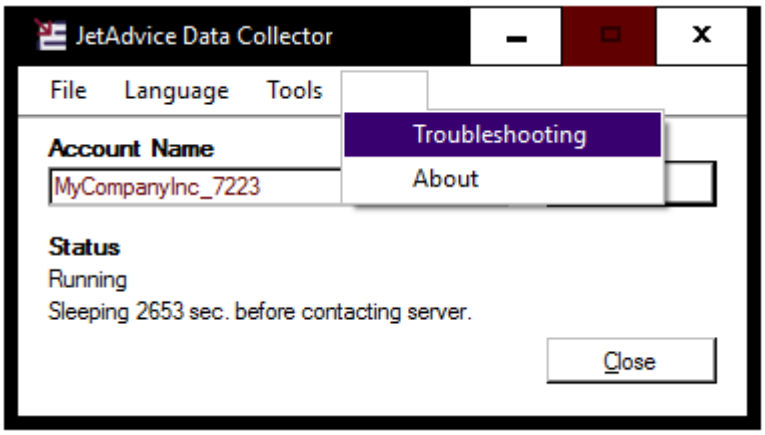
The JetAdvice Data Collector (JADC) is up and running. Once you enter your Account Name, the JADC will be registered and the Service will begin to run.

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

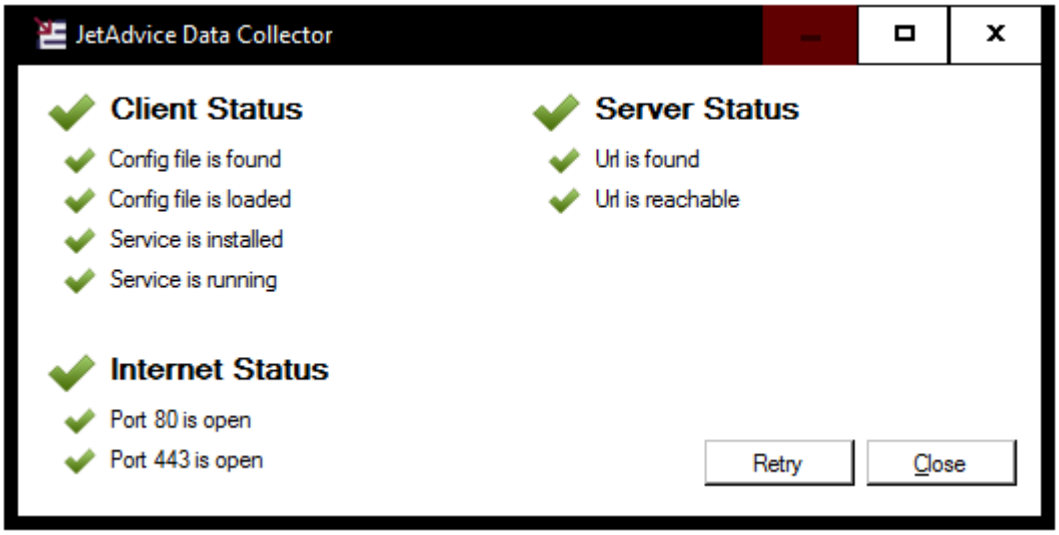
1. Register JADC and start JADC service
    - Credentials defined in the JADC service are used and if Proxy settings are needed then the Proxy settings defined in JADC are used
    - The user needs to have rights to access the internet using http - port 80 and https port 443

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 (HTTPS request) is usually below 100 Kb.

Data is scheduled to be transmitted every third hour to the JetAdvice Server.

The JetAdvice Data Collector 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 4.72 Framework (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 4.5 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:

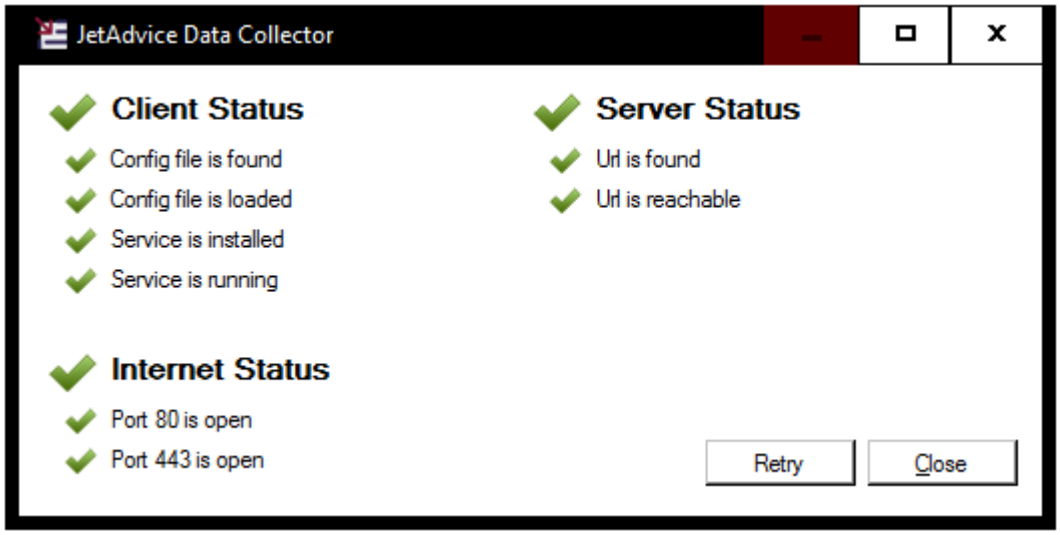
Printer name	**No Name Color Copy**
IPv4	192.168.0.169
Serial Number	JPC1H11795
Hostname	NPI870A6C
Date	20-03-2010
MLC	1265
Mono	558744
Color	125587
Model Number	XYZ481Q
Firmware Date Code	29-08-2007
Firmware Version	50.021.1
Printer Display	Ready
Device Location	Reception
Device AssetNumber	PRN-2007-A8743
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 (Coverrage)	5,3
Cyan (Coverrage)	3,4
Magenta (Coverrage)	2,7
Yellow (Coverrage)	2,8
Printing (Watt)	720
Standby (Watt)	85
PowerSave (Watt)	26
Off (Watt)	0,42

JetAdvice Data Collector troubleshooting Guide

This guide will help you troubleshoot the Data Collector installation and starting the Data Collector. After installing the Data Collector and no devices are discovered or collected, follow these steps:

Troubleshooting Steps

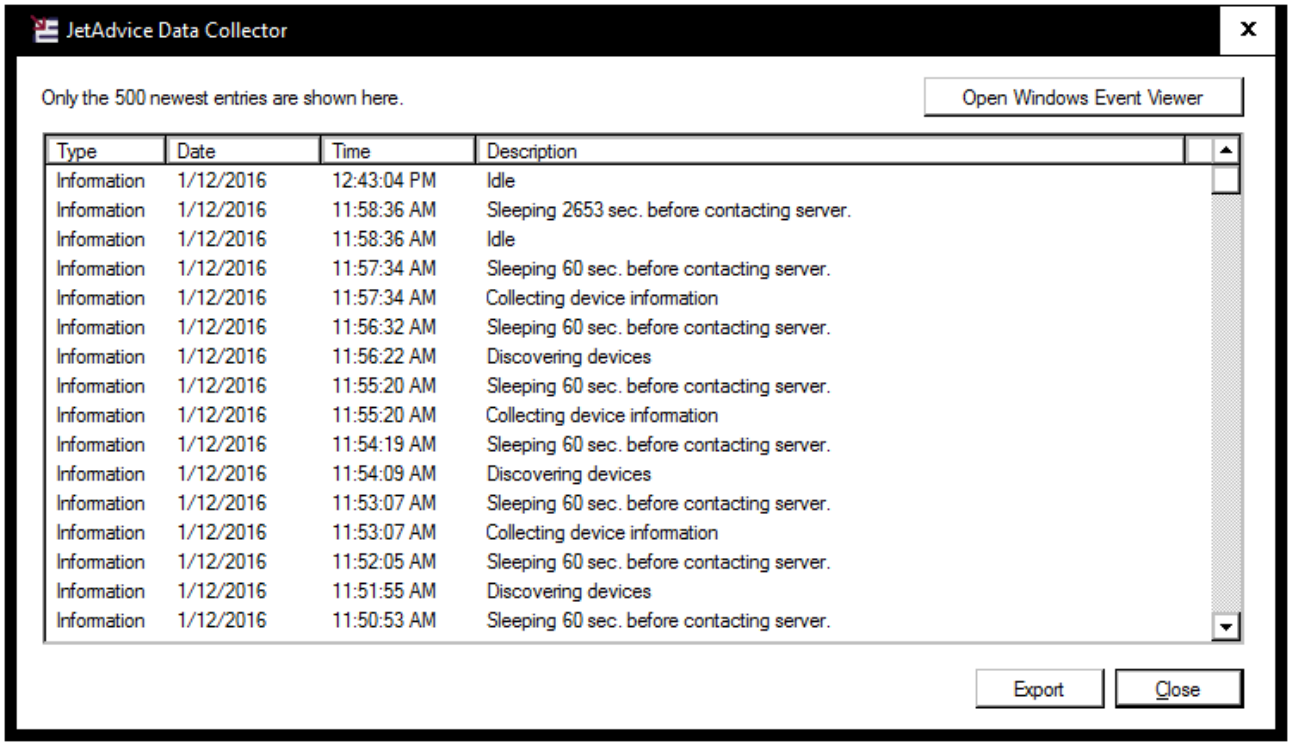
1. Open JetAdvice Data Collector Manager and in the top menu select "Help" and "Troubleshooting"



2. Please make sure all show as running.

   a) Client Status - If the Config file is not found, not loaded or if the Service is not installed then re-install the Data Collector.
   b) Internet Status - If port 80 or port 443 is not open, contact your Network System Administrator to solve the issue.
   c) Server Status - If URL is not found or unreachable, contact your Network System Administrator to solve the issue.

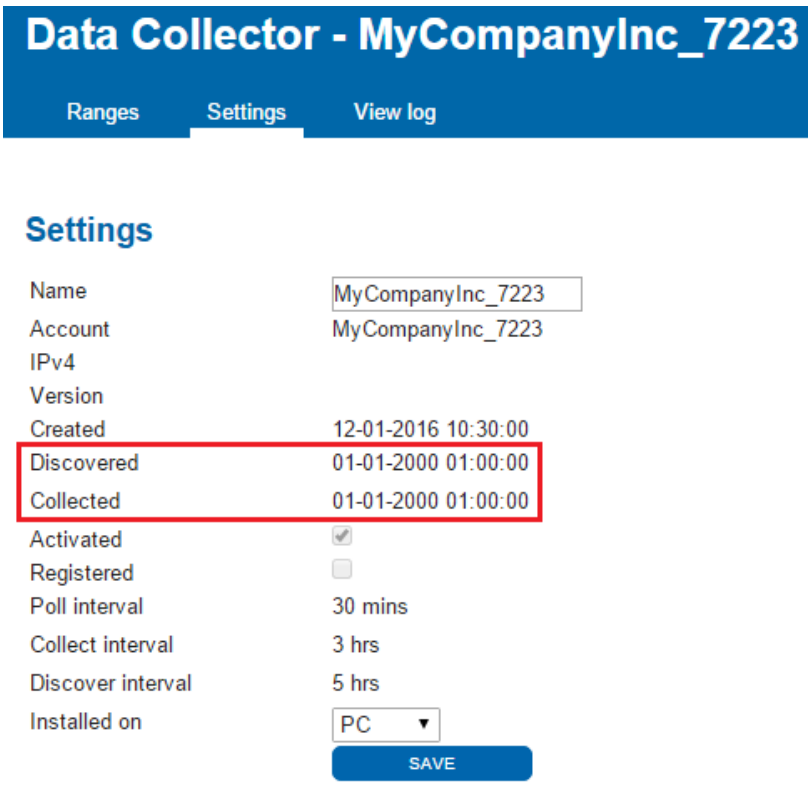
3. Open JetAdvice Data Collector Manager and in the top menu select "Tools" and "Events"



In "Events", check that the Service is started and Discover and Collecting is running. And, make sure no other errors are detected in the Event view.

4. If Discover and Collecting is not updated on the Data Collector something in the customers environment is blocking the data from the Data Collector.

   If the Data Collector is started (port 80 used) then the status is "Registred"



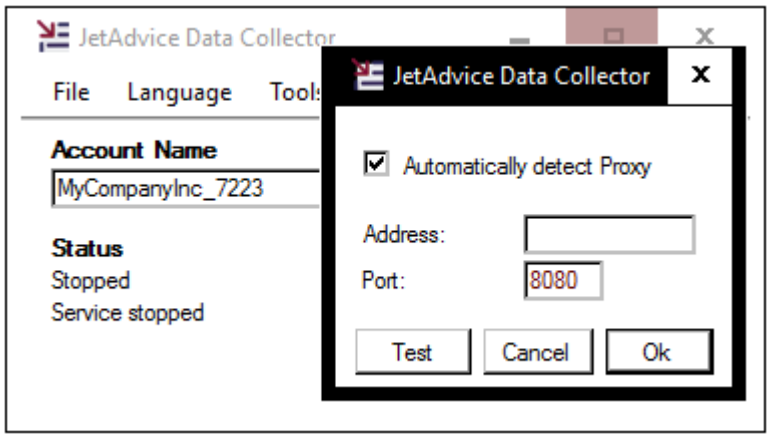
If the status on the Data Collector for "Discovered" and "Collected" is 01-01-2000 02:00:00, it shows that JetAdvice server has never received any data from the installed Data Collector at the customer's location. Something in the customers environment is blocking the data from the Data Collector.

You will need to check if the customer uses a Proxy server or see if they have a Firewall blocking the traffic from the Data Collector on port 443 to the JetAdvice server.

5. Verify and test Proxy settings.

   If the installation requires Proxy settings, then configure and check Proxy settings in the Data Collector.

   a) Open JetAdvice Data Collector Manager and if the Data Collector is running, press "Stop". Stopping the Data Collector allows the ability to modify the proxy settings.
   b) In the top menu select "Tools" and "Proxy"



   The Data Collector automatically tries to detect the Proxy settings.
   The Proxy settings are taken from the web browser e.g. Internet Explorer - Internet Options →Connections → Local Area Network (LAN) Settings.

   c) Select "Test" to check the Proxy settings in the JetAdvice Data Collector Manager, to see if the automated Proxy settings are working

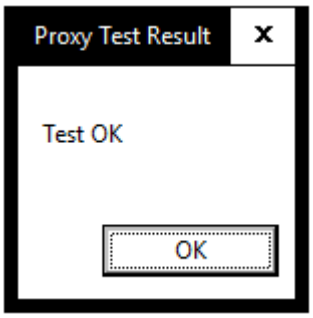
   d) If the Proxy settings test fails then try to delete the data collector configuration file.

      In Data Collector version 2.x, the Data Collector configuration file are stored in a hidden folder at the following location: C:\ProgramData\JetAdvice\Data Collector\

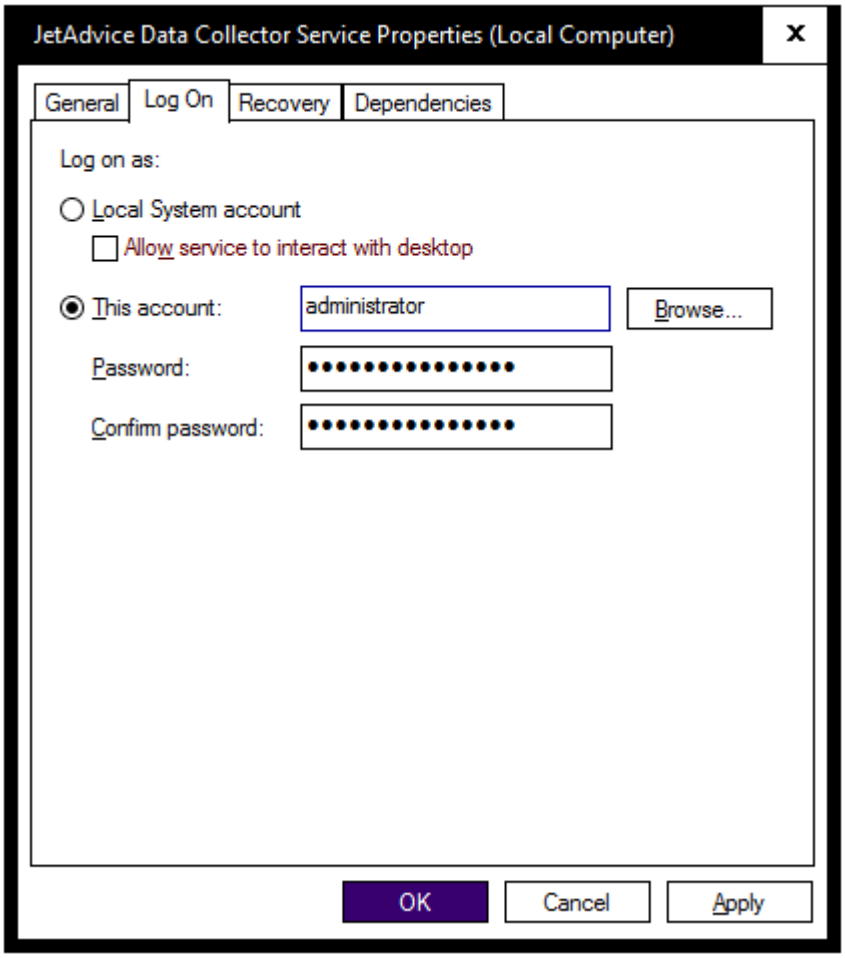
      Before you delete the configurations.xml file make sure data collector service is stopped and data collector UI is closed in Help -> Exit.

      When configuration.xml has been deleted then open the data collector, check Proxy settings and click the start button.

   e) If the Proxy settings are working you will receive "Test OK"
      If the Proxy settings test fails then contact your Network System Administrator.



If Proxy settings are required then the JetAdvice Data Collector Service needs to be started with a User account which has appropriate rights to access the Proxy server. A Local System account cannot be used, contact your Network Administrator for further assistance.



6. If still no data is received on the account, make sure that a local or company firewall is not blocking the data from the JetAdvice Data Collector to the JetAdvice server.

a) If required the customer can add the full URL to the JetAdvice server or add the IP of the JetAdvice server to the firewall

   URL: https://jadcws.jetadvice.com/v2/service1.svc

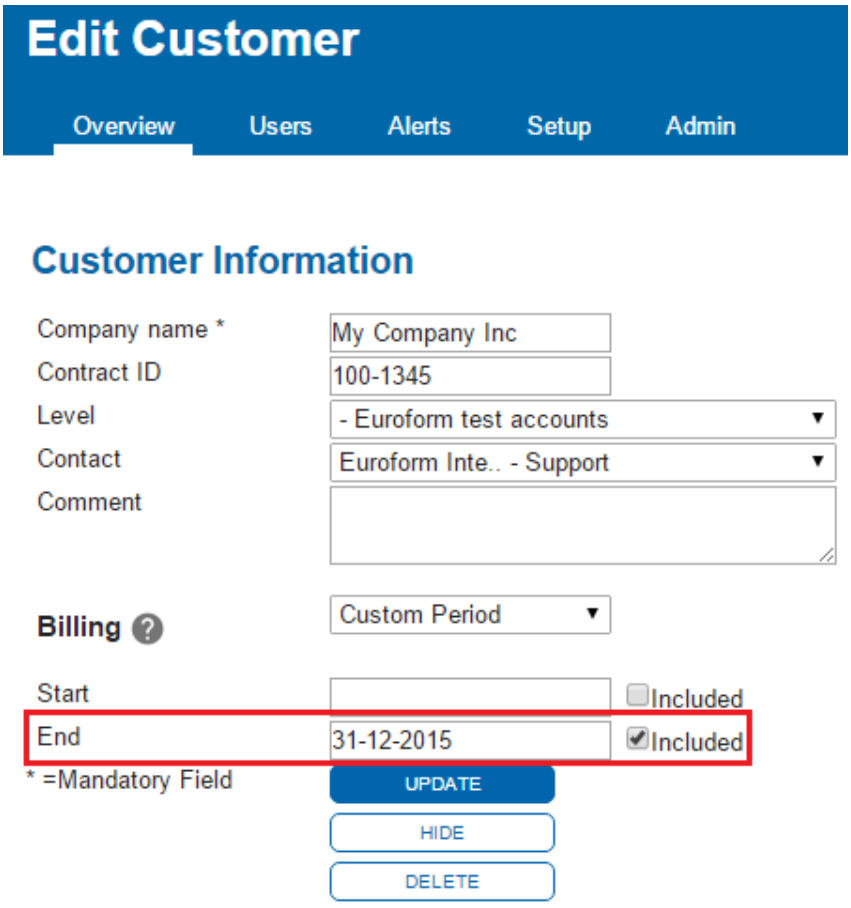
   IP: 104.40.223.100 (updated July 7th, 2017)

   When the Data Collector is sending data to the JetAdvice server it is encrypted and the data is sent on port 443.

7. Devices not updated with counters and supplies after a certain date.

   If the Account has a Billing End Date defined then the counters, supplies and all other devices information will not be updated after the Billing End date is passed.

   You can change the Billing End date in "Account".



When the Billing End date is passed the status in the JetAdvice log will be: "GetAlertSetupRequest" every time the Data Collector is contacting the JetAdvice server.

3	26-11-2012 13:01:20	GetAlertSetupRequest
3	22-11-2012 10:19:48	GetAlertSetupRequest
3	22-11-2012 10:17:42	GetAlertSetupRequest
3	22-11-2012 10:12:08	GetAlertSetupRequest
3	22-11-2012 10:10:13	GetAlertSetupRequest
3	22-11-2012 09:54:07	GetAlertSetupRequest
3	22-11-2012 09:50:47	GetAlertSetupRequest
3	21-11-2012 14:02:43	GetAlertSetupRequest
3	21-11-2012 13:38:33	GetAlertSetupRequest