

PrintView Remote



Introducing PrintView Remote

A powerful new fleet management tool from PrintView Print Solutions



PrintView Remote is powerful, yet easy to use software solution providing factual information to help us monitor your print environment

This innovative technology allows us to manage printers, copiers, fax machines and multifunction devices on your network better - improving print services for your users and relieving the burden on your IT staff

What does PrintView do ?

PrintView polls your output equipment, allowing us to remotely track variables in your print environment including:

- » Page counts
- » Toner levels
- » Location
- » LCD reading
- » Device description
- » Serial number
- » Asset number
- » Device status
- » Utilisation
- » Trending reports

How does PrintView work ?

PrintView uses a Data Collection Agent (DCA), a software application installed on a networked PC or server in your location running Windows 2000/XP/2003 or higher.

The DCA does not require a dedicated computer. The download and installation of the DCA takes only a few minutes and the Printview technical support team will walk you through the initial setup.

The application runs as a Windows service, allowing it to operate 24 hours a day, 7 days a week. We can customise the transmission interval to determine how often the DCA performs device discovery. After each discovery, collected data is transmitted to the PrintView secure website. **This allows us to monitor and manage your printing environment remotely, without intervention or distraction at user level.**

Is PrintView secure?

Yes. No personal or user data is collected with the DCA. Only information stored in the memory of the device is collected, such as page counts, device description, device status etc.

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The DCA uses one-way Communication only (ie, it only transmits data outward, no computer outside your organisation has access to your network).

Your output data is sent in a secure, one-way connection to the PrintView Remote Webserver

The PrintView Web Server is situated behind a secure firewall that is completely locked down to allow only permitted communication.

How about some technical details?

The DCA collects device data using SNMP (Simple Network Management Protocol), ICMP (Internet Control Message Protocol), and optionally PDL (Printer Job Language). The DCA uses SNMP and ICMP to gather printer metric data at regular intervals from printers or multi-function peripherals devices on client networks

The collected data is sent via port 80, 20, 21, or 443 to the PrintView web server. (We recommend port 21 or 443).

What's required to use Printview?

Network Requirements:

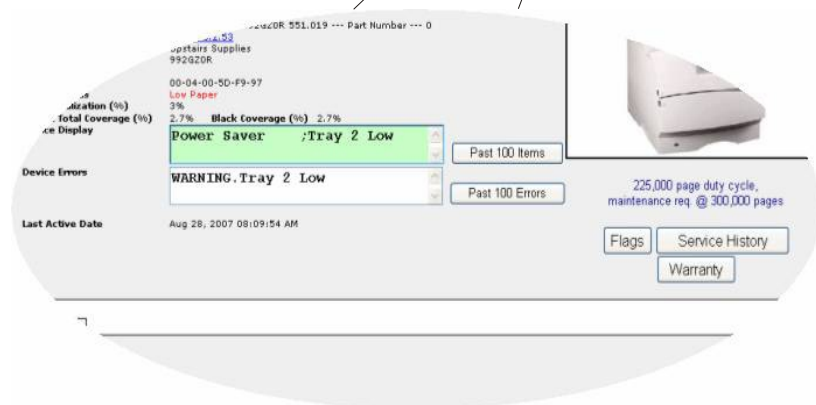
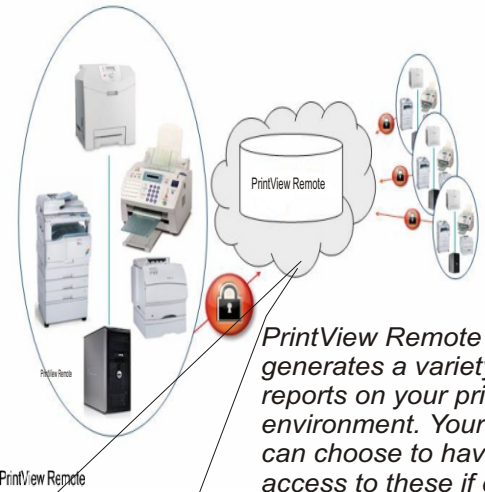
- >> TCP/IP configured.
- >> Port 80 (HTTP) or port 21/20 (FTP) open for automatic transmission of collected data.
- >> For secure transfer, port 443 is recommended.

System Requirements:

- >> Hardware: Server powered on 24 hours a day, 7 days a week (does not have to be a dedicated system).
- >> Operating system: Windows 2000/XP/2003.
- >> Network card: 100mb or higher.
- >> The computer system must only have one active network card.
- >> Ram: 512 MB or higher (Microsoft .NET Framework installed v2).
- >> Internet connected Internet Explorer v6 or higher.

Important Notes:

- >> Please do not install the DCA on a laptop. There may be issues of unreliable access with wireless connectivity.
- >> Please do not install the DCA on a VMWare (virtual machine).
- >> If you plan to use the DCA to collect data via VPN, please be aware that due to extended transmission, here is a risk of data loss.
- >> It will speed up installation if you have a good idea of the number of devices and users on your network, as well as the total number of company locations. Ask your IT team to identify the IP address ranges (subnets) within your company's WAN (wide area network) which the DCA should be scanning.



Getting started with PrintView Remote

Our PrintView Remote team will be in touch with you to organise installation. If you have any questions, call us on +2721 5591605 or email david@copytype.co.za