

PRINT FLEET MANAGER USER MANUAL



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1. Licensing

By default, PFM will be installed with 45 days trial period and 3000 device limit with available all Modules. Purchased licenses are Lite and Enterprise versions, time limited licensing and customized licensing are available.

The modules are;

a. **Alerter**

This is SNMP trap service and will only operate when this service is running. Every networked printer support snmp trap. The PFM server IP address has to be set in the correct field of the printers web interface in order to work with snmp trap. The printer will send the error notification to PFM and Alerter service will pick up the trap data coming from the printers, PfmDbUpdater.exe service will process the data and write in the database. The trap notifications will not function PfmDbUpdater.exe and Alerter services are not running. The incoming trap data can be managed in Control Panel under Notifications tab. Notification tab will allow the admin to filter and select the very necessary traps like service call or an important part end of life notification and ignore simple trap notifications like paper jam or empty paper tray. SNMP requires UDP 161 port and trap UDP 162 port between PFM server and printer.

b. **Scheduler**

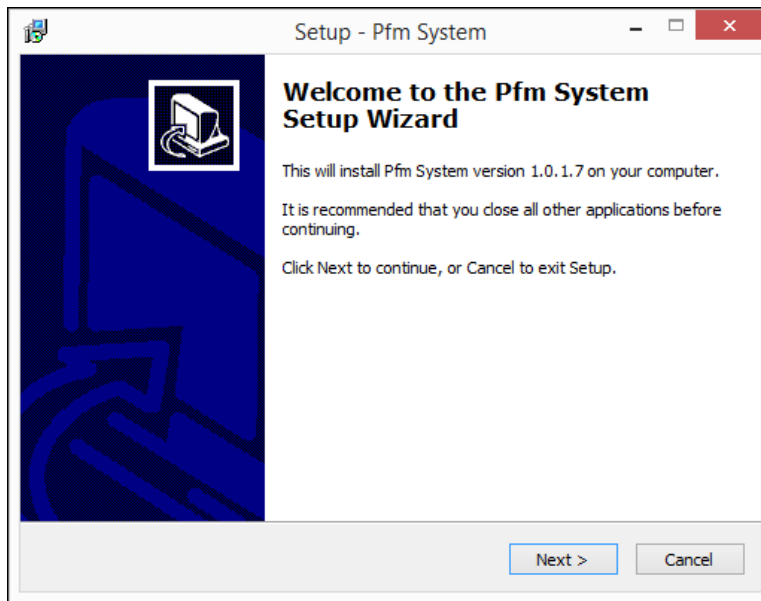
This service distributes the scheduled report on defined time and email address. Scheduled reports can be set in Control Panel under Schedule tab. This service will only operate with correct SMTP setting in Control Panel under Email Server tab.

c. **Service**

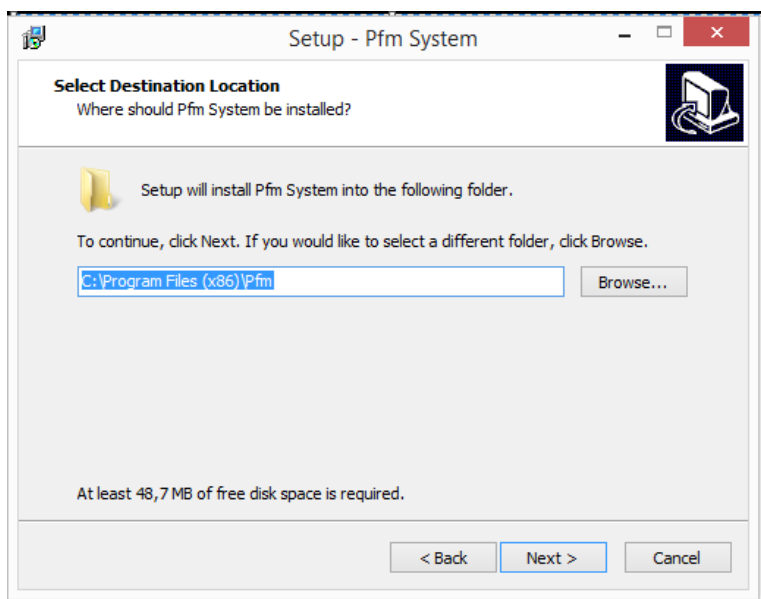
It is the core engine. Counter, consumable and error data collection are done by this engine. This engine is also responsible on calculations, workflows and algorithms.

2. Installation Instructions

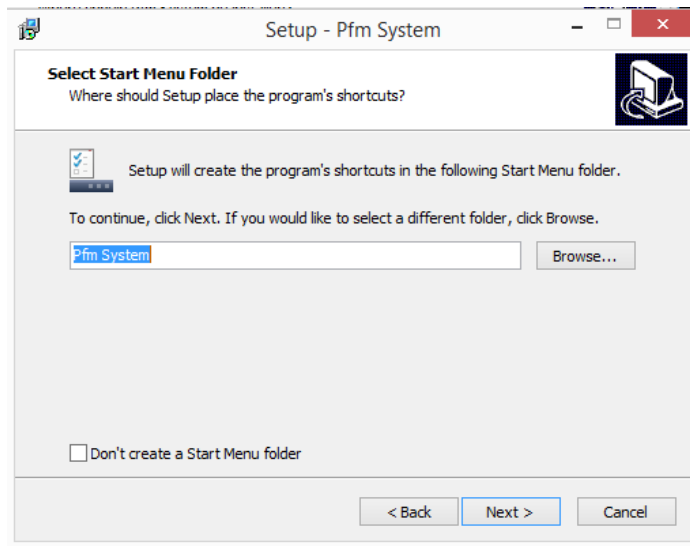
Run the installation file in “Run in Administrator Mode”.



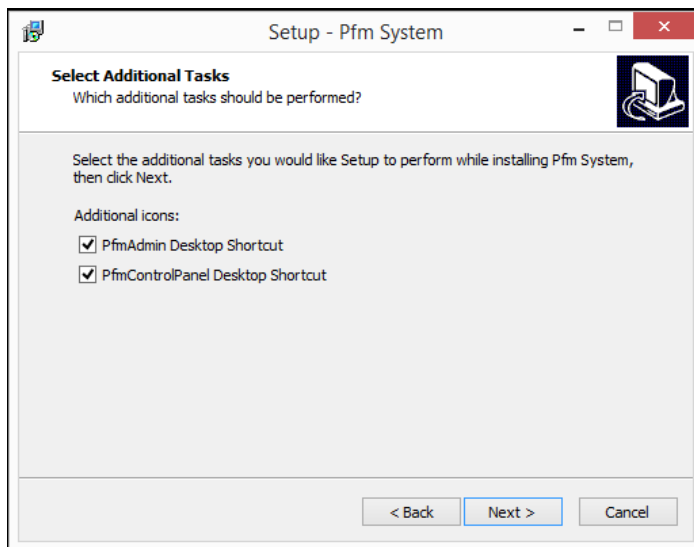
Click “Next”



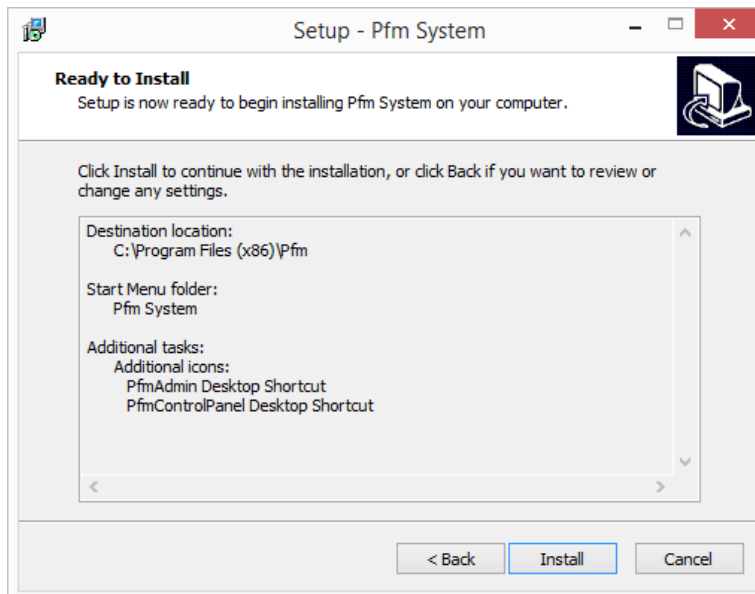
By default the installation location will be “C:\Program Files (x86)\Pfm”. Define new folder if necessary and click “Next”.



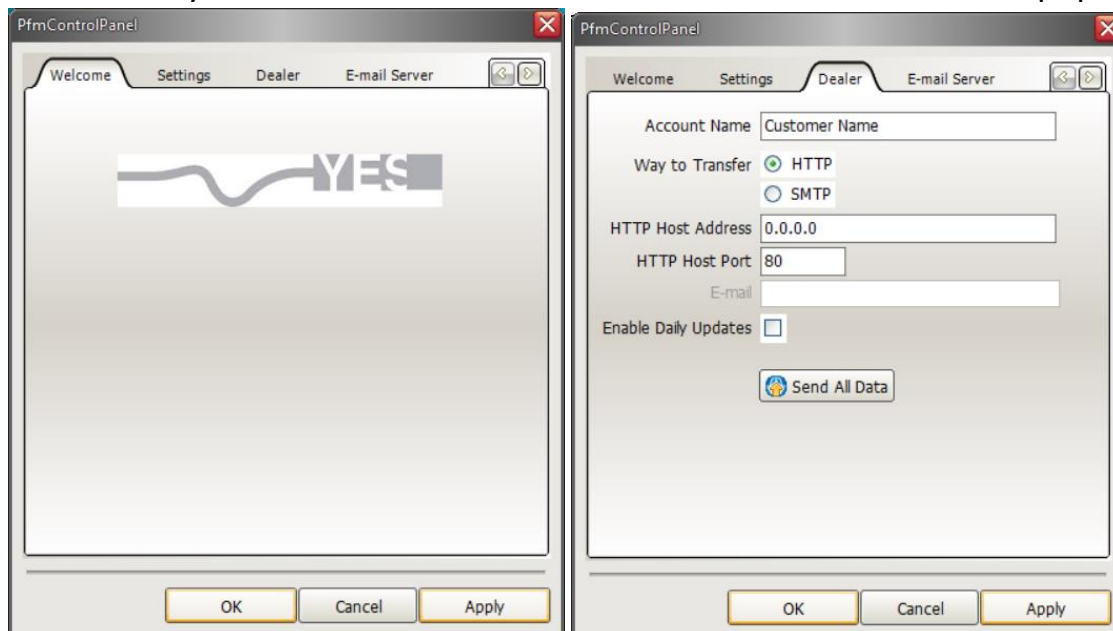
Installation procedure will create shortcuts in Start Menu. Choose “Don’t create a Start Menu Folder” box avoid shortcuts.
Click “Next”.



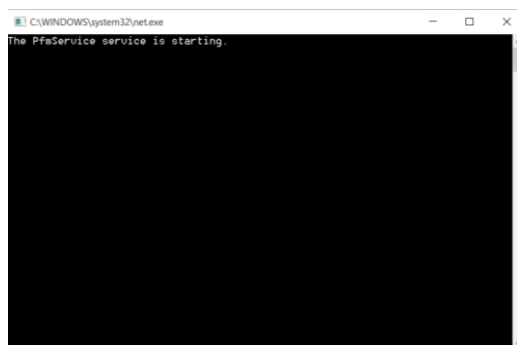
Click “Next”



PFM is ready to install. Click “Install” to continue. Control Panel will pop up.



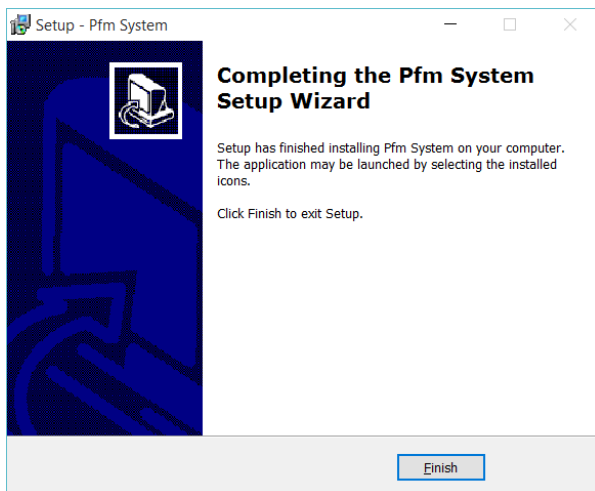
Please enter Dealer information to continue under Dealer tab. Then click OK button.



Installation procedure will continue with installing services. During the procedure cmd.exe screen will pop up to install services. Do not interfere with installation procedure.

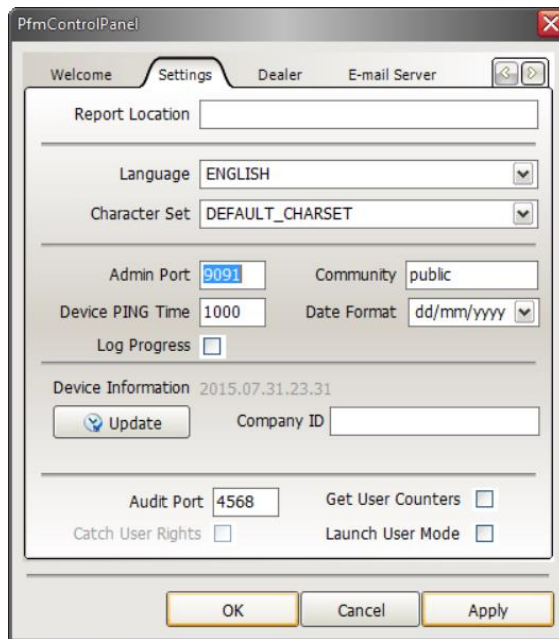
PFM Lite Installation Services: PfmService and PfmScheduler

FFM Enterprise Installation: PfmService, PfmScheduler, PfmAlerter, PfmDBUpdater and PfmMail,



Click Finish to complete the PFM installation.

3. Control Panel Instructions



Language, device updates, snmp, database, notifications, email server, scheduling, snmp error and licensing can be managed in Control panel. Control panel must be opened in Run as Administrator Mode in order to work properly.

Database: Default database is MS Access. Optional available databases are MS SQL and Firebird. Please follow the instruction to upgrade to optional databases.

Ports: PFM default TCP port is 9091. Device discovery and get data from device port is UDP 161. SNMP Trap port is UDP 162.

Community Name: SNMP community name usually is “public”. If there is different name then “public”, change the Community in Control Panel under Settings tab.

a. Settings

Change language of PFM, connection port and date format MIB update.

b. Dealer

To set multiple PFM run as one applications.

c. E-Mail Server

SMTP setting to send notification and scheduled emails.

d. Notification

Incoming trap information can be filtered as set as rules in this tab. All the trap notification will be send as separate emails if “Send all data messages to the following recipients” box is selected. Right click on the under “Send all data messages to the following recipients” to define or delete the email address.

e. Scheduling

Configure scheduled report email.

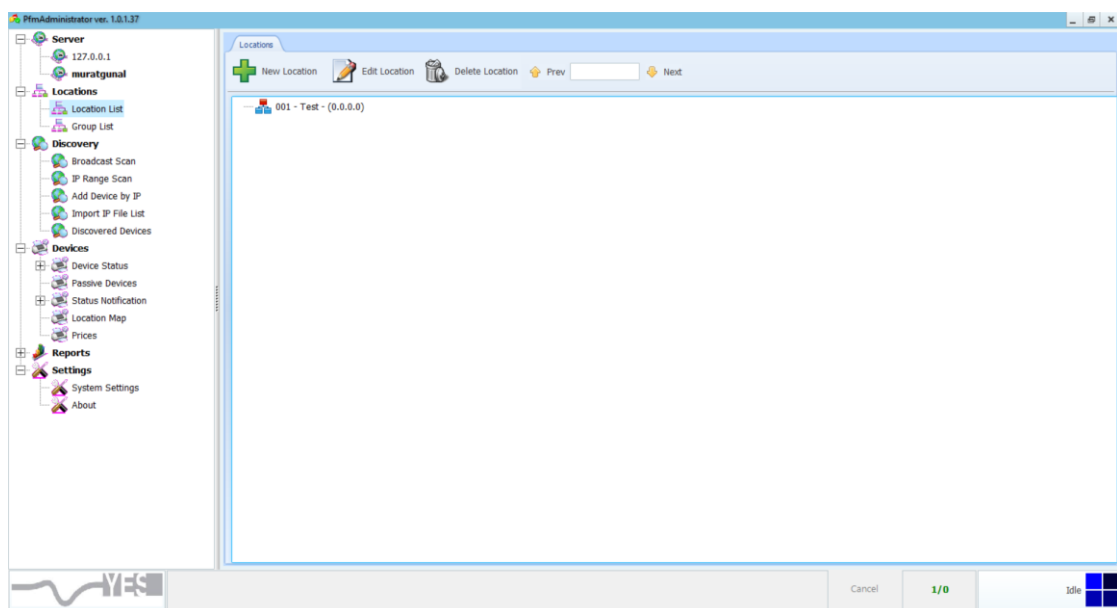
f. SNMP Errors

Instant trap notifications with error codes will drop in SNMP Errors tab. The error notification can be choose to include or to exclude. The excluded notifications will be avoided if the box is not clicked.


g. Licensing

License activation, move license, license modules and details.

4. Admin panel Instructions



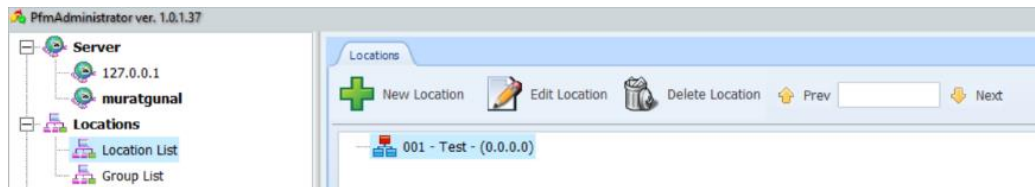
a. Server Section

Double click on PfmAdmin  button to open Admin panel. Enter your server IP/Hostname in the textbox. The current connection shown in Server tab. Click on 127.0.0.1 to add a new IP/Hostname to connect another PFM. Right click to delete the IP/Hostname. Make sure TCP 9091 port is allowed on local or remote server to connect to PFM.

b. Locations Section

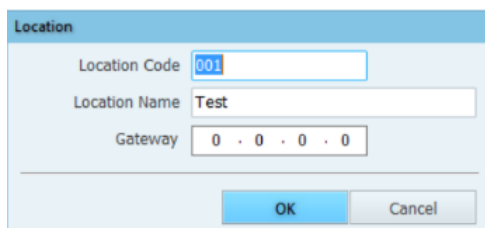
- Locations

After completing the license, it is mandatory to add the main location. Click on Locations section, click Location List and then New Location to add a new location.

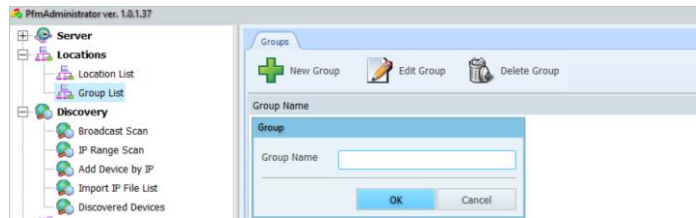


- Add location

Enter the location name in Location Name field. Location Code is optional for reporting purpose. Choose the location and click Edit Location to edit. To delete, click on Delete Location button. Gateway field becomes necessary when the device location change desired to be auto detected. Enter the correct Gateway IP address to this field. PFM will detect to location change from the devices Gateway IP address change.



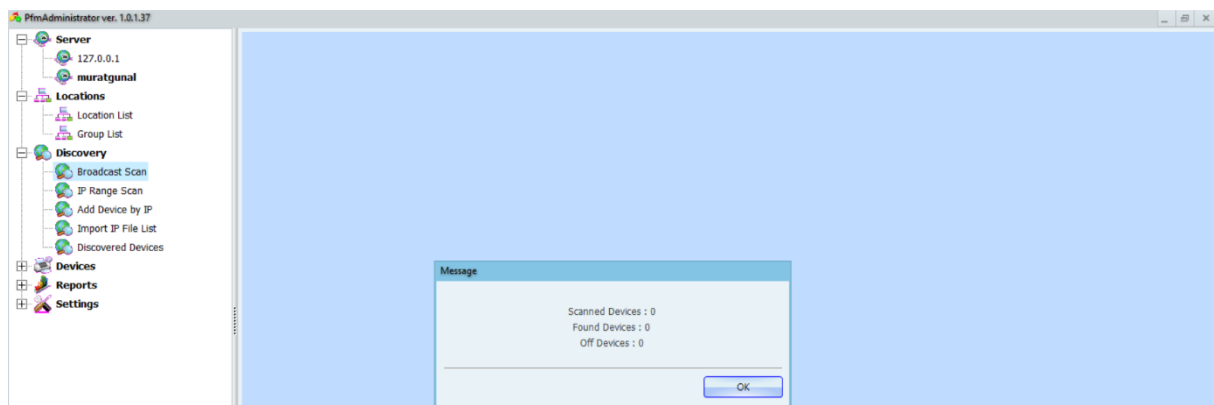
- **Group List**
- Create groups to categorise devices by Service Company, contract type or cost centre.



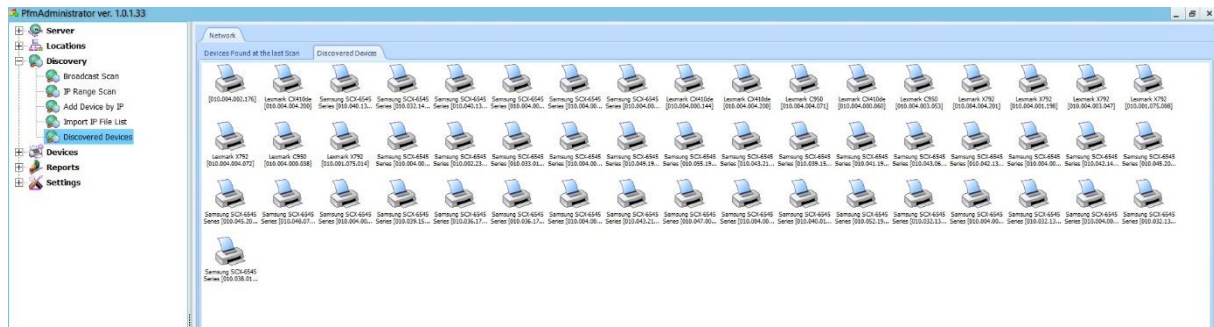
Click to New Group button to create new group and enter the name. Choose the group and use Edit and Delete buttons to edit and delete the group.

c. Discovery Section

- **Broadcast Scan**
- By clicking this button, PFM will search for new devices in the same IP range as PFM server.

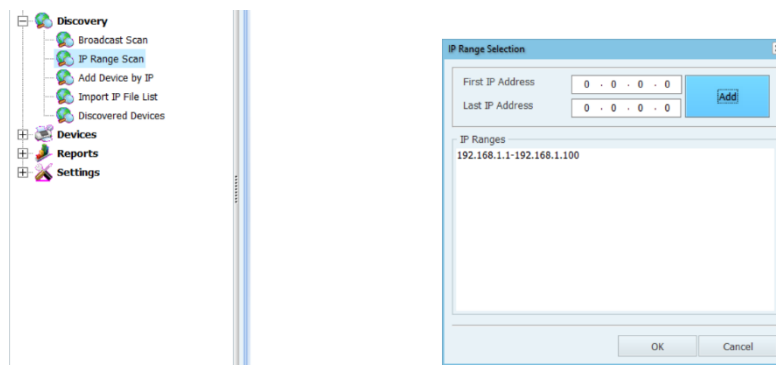


When the broadcast complete, click ok and go to Discovered Devices page to found devices. Please right click on the found device to add in PFM. You have to define location in order to add the device.

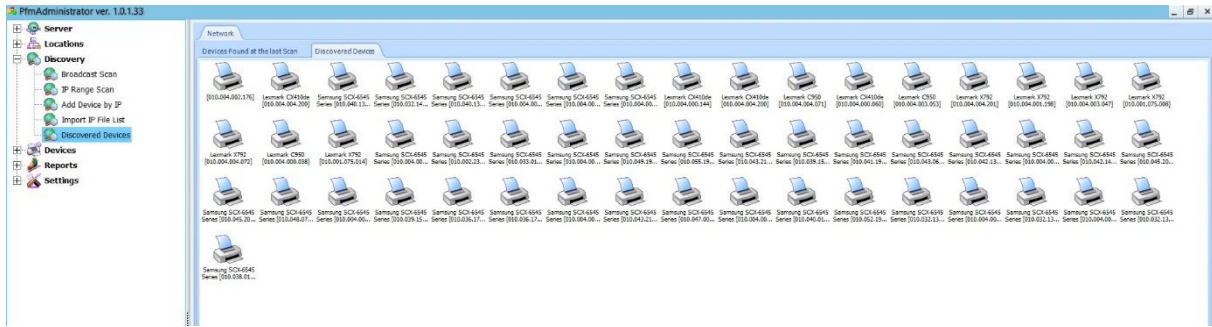


- IP Range Scan

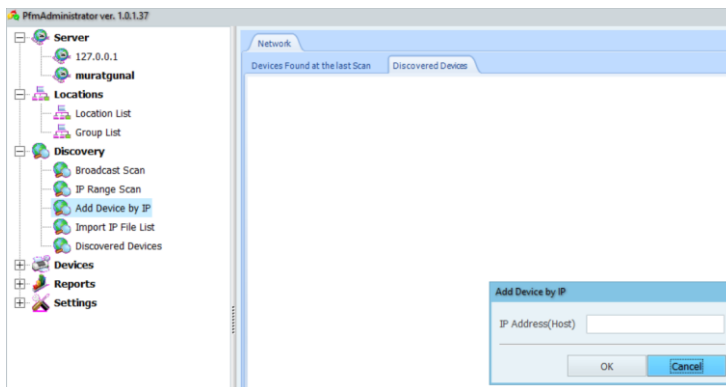
This buttons starts a new device scan by IP range. Enter the IP range and Click on Add button to add IP range to scan IP Range list. Then simply click Ok to start the scan. Double click on the IP range to delete form the list.



- PFM will show the process and when the scan is complete will show the result. Click Ok and PFM will bring the Discovered Devices page. Please right click on the found device to add in PFM. You have to define location in order to add the device.



Add Device by IP: Click this button and PFM will start looking for new device. When the scan is complete, PFM will bring a result page. Click Ok to continue to Discovered Devices page.



- Import IP File List

PFM only accepts .txt file type. The format of the import list is as shown below, can be an IP address list, IP range or a combined import list with both IP address and range. When the scan is finished for the given list, PFM will show the result. Click ok to continue to Discovered Devices page.

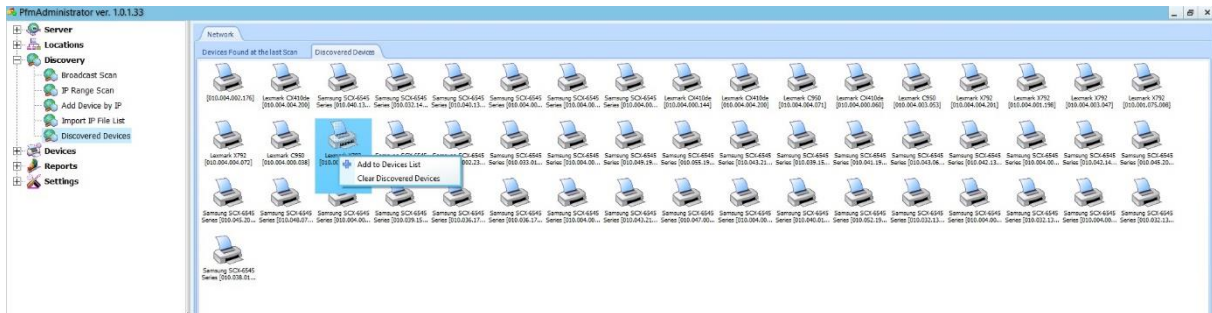
Untitled - Notepad

File Edit Format View Help

```
192.168.1.100
192.168.1.110
192.168.1.120
192.168.1.125
192.168.1.201
10.0.10.1-255
10.0.11.1-255
```

- Discovered Devices

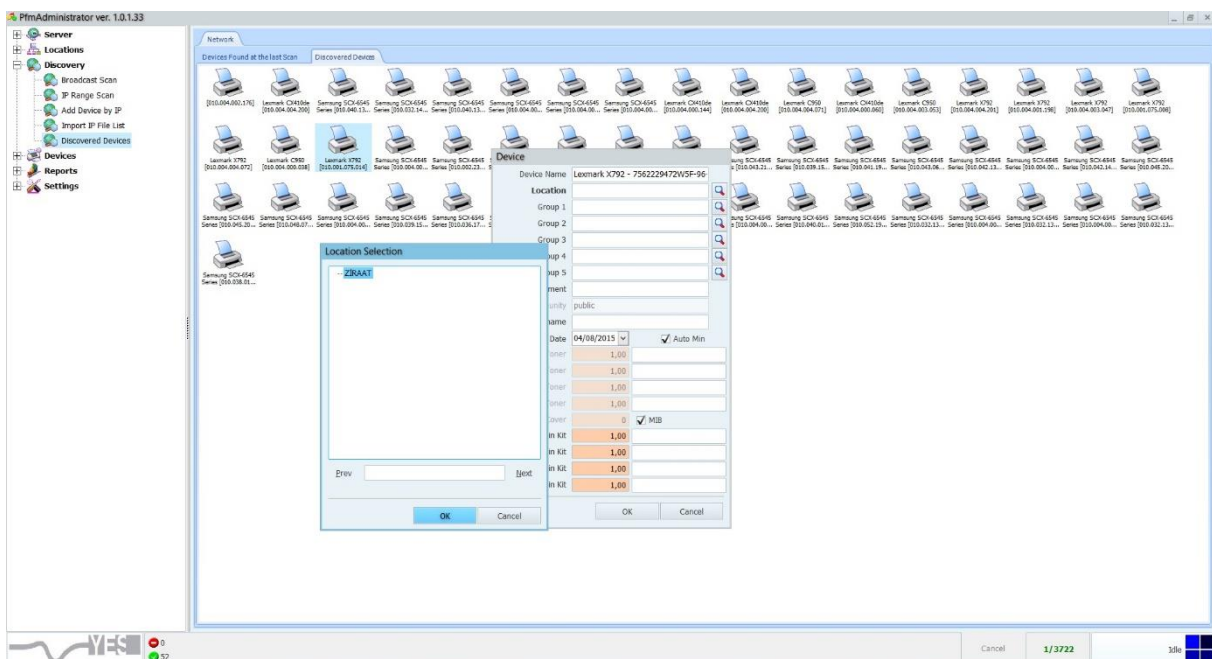
A search result page will appear after the device search completed. Choose and right click on found device to add the device to PFM. To add all the found device to PFM right click on a space in the PFM and choose "Add All to Device List". To delete found devices simply right click on a space in PFM and choose "Clear Discovered Devices".



Adding a Device to List

Double click on the device to add on the PFM Device List. Location set is mandatory. The location and department setting will be same when adding all discovered devices together.





- Right click on a device or click to a right click to a space in PFM to add all discovered devices at once.
- Click to Location and select.
- Select group if desired
- Click to OK to add the device in PFM



5. Device Status and Monitoring

a. Device Status Monitoring

All the device are in this list. Grouping, device setting and filtering can be done on Device List. PFM will update the devices list according the “Device List Refresh Interval” setting in the System Settings on PFM Admin Panel. Device data (Status, Consumables, Counter and Error) will be updated according to “Device Info Retrieval Interval” setting in the System Settings on PFM Admin Panel.

-  **Disconnected State:** PFM cannot reach to device
-  **Error State:** The device is reachable. But there is an error on the device. Out Of Paper, Out of Toner or Service call and exc.
-  **Ready State:** The device is reachable and there is no error
-  **Something Has Changed State:** The device is reachable. But one of the setting on device has been changed. IP Address, Hostname, Group, Location, Department, Name.

The Device List can be customized by right click on the header and unchecking the column from the list.

- **Selected Get Device Info:** PFM will get data from the selected devices in the will get all the data such as consumables, counters, error and device states.
- **Device Online Info:** PFM will only update the devices state. PFM will not get Counter, Consumables or error data from the devices. This speed ups the Device State data collection.
- **All Device Info:** PFM will scan all the device in the list and will get all the data such as consumables, counters, error and device states.
- **Search Box:** Search text box is useful to find device from the list. Any information can be searched from this box. Search box also can be used as filter by typing such as on, off or error just to see some particular device states.
- **Older Than:** This button filters the list for only disconnected devices with the selected Days.
- **Export to Excel:** This button will export the current Device List to Excel.

b. Status Notifications - Consumable and Status Monitoring

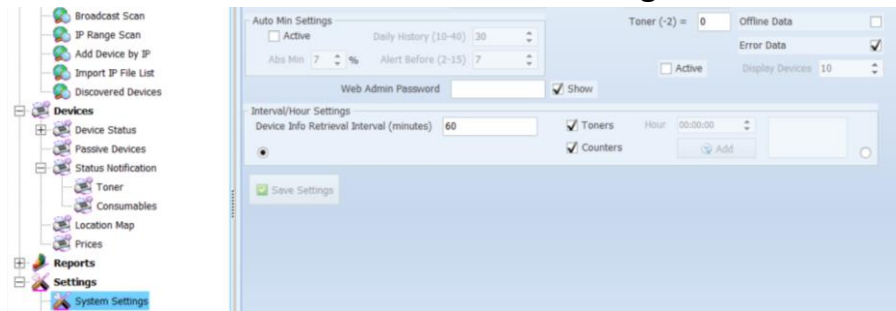
PFM has the algorithm to monitor and notify the devices for the consumables usage. It is possible to watch the printers with percentage or days threshold. When PFM recognize the printer has low toner, the device will appear on Status Notification page. There are two way for consumables notification.

- One is to set a notification percentage like %10. When PFM does a scan, if the device has %10 or less toner level, the device will appear on Status Notification. The percentage can be set in System Setting menu in PFM Admin.
- Second method is smart management form consumables. PFM will watch the usage for maximum 40 days of the printer and set a daily average called "AutoMin" for every printer and will recognize the days left for the consumable and notify. When the printer reaches to calculated point, PFM will add the device in Status Notification List in yellow colour. This means that the device is requesting a consumable. When the consumable is replaced, PFM automatically will remove the device from the list. If the device hits %0 for the particular consumable, PFM will change the colour of the request in red. This means there is a critical state of a device. Again PFM will remove the device from the list when the consumable is replaced.

No	DateChk	Model	IP	Serial No	LCode	Location	Dep.	Group	Group 2	DT	BMin	B	BDay	OMin	C	CDay	MMin	H	HDay	YMin	Y	YDay	User
1	14/07/2015	Samsung SOX-65...	010.033.13...	Z3SG8E...	ZBRAAT	ZB181...					31,07	5,00	1	x	x	x	x	x	x	x	x	x	x pfnadm
2	20/07/2015	Samsung SOX-65...	010.039.06...	Z3SG8E...	ZBRAAT	ZB015...					15,88	1,00	0	x	x	x	x	x	x	x	x	x	x pfnadm
3	14/07/2015	Samsung SOX-65...	010.039.00...	Z3SG8E...	ZBRAAT	ZB024...					28,93	9,00	2	x	x	x	x	x	x	x	x	x	x pfnadm
4	14/07/2015	Samsung SOX-65...	010.037.00...	Z3SG8E...	ZBRAAT	ZB016...					20,36	4,00	1	x	x	x	x	x	x	x	x	x	x pfnadm
5	21/07/2015	Samsung SOX-65...	010.038.18...	Z3SG8E...	ZBRAAT	ZB022...					24,64	9,00	2	x	x	x	x	x	x	x	x	x	x pfnadm
6	21/07/2015	Samsung SOX-65...	010.042.00...	Z3SG8E...	ZBRAAT	ZB001...					23,57	13,00	3	x	x	x	x	x	x	x	x	x	x pfnadm
7	13/07/2015	Samsung SOX-65...	010.038.12...	Z3SG8E...	ZBRAAT	ZB023...					8,29	1,00	1	x	x	x	x	x	x	x	x	x	x pfnadm
8	27/07/2015	Samsung SOX-65...	010.042.14...	Z3SG8E...	ZBRAAT	ZB179...					4,98	7,00	4	x	x	x	x	x	x	x	x	x	x pfnadm
9	14/07/2015	Samsung SOX-65...	010.033.08...	Z3SG8E...	ZBRAAT	ZB055...					20,92	1,00	0	x	x	x	x	x	x	x	x	x	x pfnadm
10	10/07/2015	Samsung SOX-65...	010.033.07...	Z3SG8E...	ZBRAAT	ZB051...					12,31	2,00	1	x	x	x	x	x	x	x	x	x	x pfnadm
12	24/07/2015	Samsung SOX-65...	010.032.01...	Z3SG8E...	ZBRAAT	ZB059...					15,00	14,00	5	x	x	x	x	x	x	x	x	x	x pfnadm
13	14/07/2015	Samsung SOX-65...	010.033.00...	Z3SG8E...	ZBRAAT	ZB048...					22,27	10,00	2	x	x	x	x	x	x	x	x	x	x pfnadm
14	23/07/2015	Samsung SOX-65...	010.035.06...	Z3SG8E...	ZBRAAT	ZB190...					10,71	6,00	3	x	x	x	x	x	x	x	x	x	x pfnadm
15	25/07/2015	Samsung SOX-65...	010.032.03...	Z3SG8E...	ZBRAAT	ZB079...					7,50	7,00	5	x	x	x	x	x	x	x	x	x	x pfnadm
16	21/07/2015	Samsung SOX-65...	010.036.01...	Z3SG8E...	ZBRAAT	ZB073...					6,64	4,00	2	x	x	x	x	x	x	x	x	x	x pfnadm
17	13/07/2015	Samsung SOX-65...	010.032.15...	Z3SG8E...	ZBRAAT	ZB221...					7,00	2,00	1	x	x	x	x	x	x	x	x	x	x pfnadm
19	23/07/2015	Samsung SOX-65...	010.037.01...	Z3SG8E...	ZBRAAT	ZB026...					8,39	4,00	4	x	x	x	x	x	x	x	x	x	x pfnadm
20	23/07/2015	Samsung SOX-65...	010.032.11...	Z3SG8E...	ZBRAAT	ZB006...					0,00	0,00	0	x	x	x	x	x	x	x	x	x	x pfnadm
21	27/07/2015	Samsung SOX-65...	010.035.02...	Z3SG8E...	ZBRAAT	ZB080...					18,39	16,00	4	x	x	x	x	x	x	x	x	x	x pfnadm
22	21/07/2015	Samsung SOX-65...	010.035.04...	Z3SG8E...	ZBRAAT	ZB100...					22,69	16,00	4	x	x	x	x	x	x	x	x	x	x pfnadm
23	15/07/2015	Samsung SOX-65...	010.036.01...	Z3SG8E...	ZBRAAT	ZB059...					22,71	3,00	1	x	x	x	x	x	x	x	x	x	x pfnadm
24	27/07/2015	Samsung SOX-65...	010.033.18...	Z3SG8E...	ZBRAAT	ZB215...					10,71	9,00	4	x	x	x	x	x	x	x	x	x	x pfnadm
25	21/07/2015	Samsung SOX-65...	010.037.00...	Z3SG8E...	ZBRAAT	ZB017...					9,23	3,00	2	x	x	x	x	x	x	x	x	x	x pfnadm
26	24/07/2015	Samsung SOX-65...	010.036.04...	Z3SG8E...	ZBRAAT	ZB009...					0,00	0,00	0	x	x	x	x	x	x	x	x	x	x pfnadm
27	20/07/2015	Samsung SOX-65...	010.032.06...	Z3SG8E...	ZBRAAT	ZB092...					10,71	2,00	1	x	x	x	x	x	x	x	x	x	x pfnadm
28	23/07/2015	Samsung SOX-65...	010.032.11...	Z3SG8E...	ZBRAAT	ZB191...					17,14	16,00	5	x	x	x	x	x	x	x	x	x	x pfnadm

AutoMin and Percentage can be set from System Settings in PFM Admin.

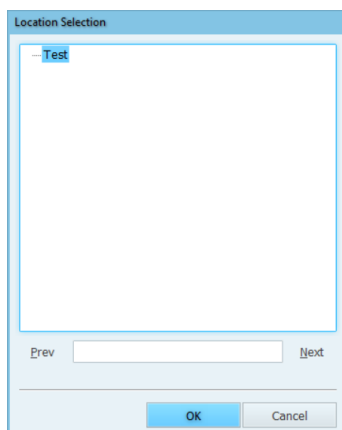
- **AutoMin** will operate when it's activated.
- If the printer hits a certain level for the consumables, PFM will ignore the AutoMin Alert Before setting and add the device in Status Notification. This can be set in **Abs Min**.
- The usage of the devices will be watched by PFM according to **Daily History** setting and AutoMin day calculation will be made.
- **Alert Before** setting is the AutoMin notification day. PFM will recognize the left day for the consumable to end and will add the device in Status Notification list according to Alert Before setting.



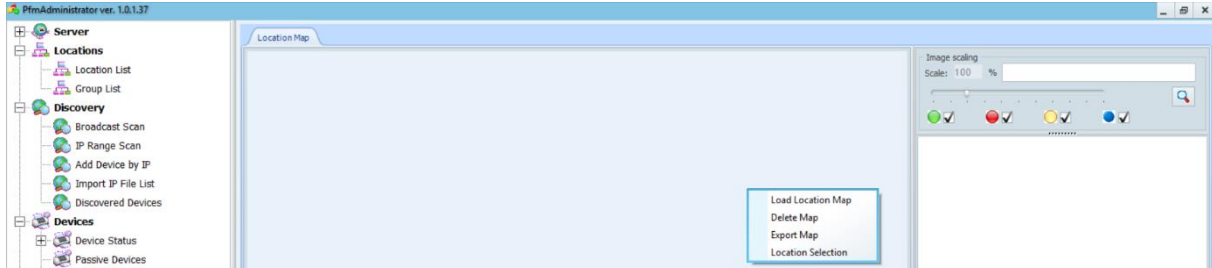
6. Location Map:

When the device is needs to be located, PFM Location Map becomes handy. Simply choose the location, add the floor plan and drag & drop the devices on their desired location. The can be done for every each location.

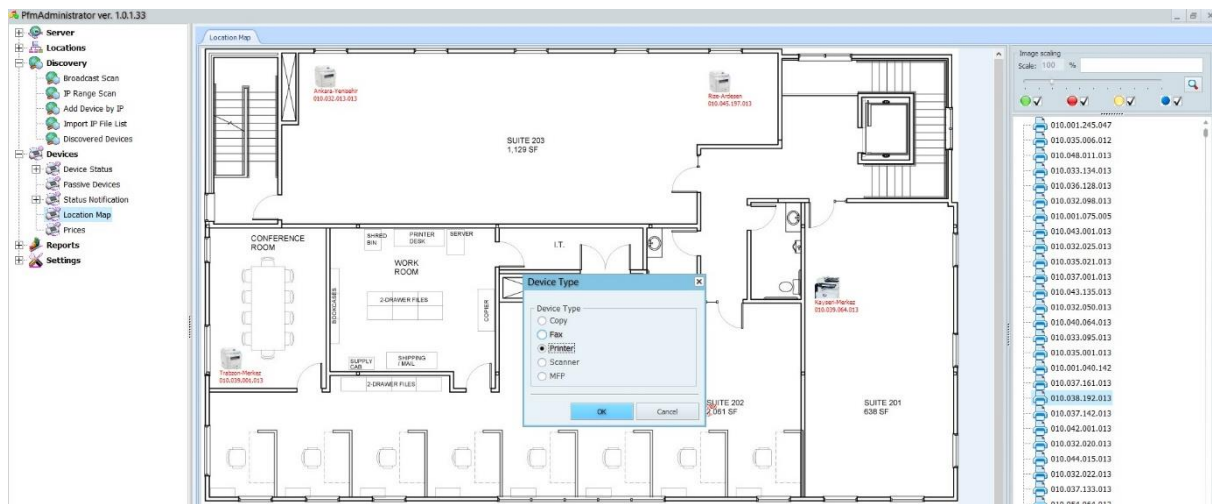
- Click Location on left bar
- **Select the location**



- Right click on a space in Location Map and click “Load Location Map”. The browser will appear. Please choose the Floor Plan. BMP, JPEG and TIFF picture formats are supported. The map image can be scale by moving the scale bar.



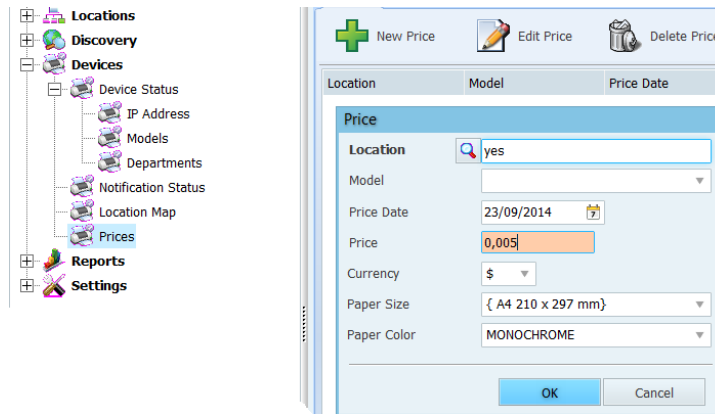
- Drag & Drop the devices from the list. The device will appear on the map with some details and status colour icon.



- Devices in Location Map can be filtered by selecting device status colours. Enter the device detail to search a device.

7. Prices:

Enter the page costs to get reports with prices. Click on New Price, choose Location and model. Price date to set the price start date. Enter the cost per price in the text box and select the correct currency, paper size and colour/mono. Click Ok to add the price in PFM.



8. Reports Section

There are 34 reports section in PFM. The reports can be saved in Excel and PDF file formats. There is also graphic report and can be saved in BMP file formats. When saving in Excel file format “Enable Sheet” check box appears. This is useful when the report needs to be separated in sheets in excel by a field in PFM report.

9. Settings Section

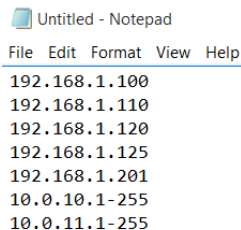
System Settings are very important part of Print Fleet Monitoring. PFM will only operate with correct setting and will provide accurate reporting. Here are some tips to work better with PFM.

Device Ping Interval: PFM engine gets data from devices using SNMP protocol. This protocol requires certain time to acquire the data from the device. PFM comes with 1000 milliseconds (1 seconds). This means PFM will contact the device to get snmp data. When the device response with all the data, PFM will continue to next device. If the response delays, PFM will wait maximum 1000 milliseconds. If the AutoMin is set, PFM will repeat this process a couple times more to be sure there is no network latency, data loss and the device is offline.

Device List Refresh Interval: PFM will update the devices list according the “Device List Refresh Interval” setting in the System Settings on PFM Admin Panel.

Immediate Check Interval: PFM will try to ping the device to reach and start the process. Immediate Check Interval is the time out definition PFM will stop trying to ping the device and will move on to next device.

Daily Discover File: The list will be scanned when there is a scheduled device discovery task. PFM only accepts .txt file type. The format of the import list is as shown below, can be an IP address list, IP range or a combined import list with both IP address and range. When the scan is finished for the given list, PFM will show the result in Discovered Devices page.



```
File Edit Format View Help
192.168.1.100
192.168.1.110
192.168.1.120
192.168.1.125
192.168.1.201
10.0.10.1-255
10.0.11.1-255
```

Community: PFM will use the snmp information to reach the devices. Please contact the customer if PFM fails to get data from the device. The Community name can be different then “Public”.

AutoMin Settings

Active: Activate AutoMin Smart Consumables Management

Abs Min: If the printer hits a certain level for the consumables, PFM will ignore the AutoMin Alert Before setting and add the device in Status Notification.

Daily History: The usage of the devices will be watched by PFM according to Daily History setting and AutoMin day calculation will be made.

Alert Before: This setting is the AutoMin notification day. PFM will recognize the left day for the consumable to end and will add the device in Status Notification list according to Alert Before setting.

Database: PFM default database is MS Access. MS Access will be installed with installation process. MS SQL and Firebird can be used as database.

Please follow the “Working External Database” section step to use these databases.

Hourly Data: PFM will keep data for every hour not daily.

Error Data: PFM will show error status in PFM Admin and will keep track of error.

Display Devices: Activate this and choose amount of device. PFM will divide the devices in pages show selected amount of device one page. This is useful when there is too many devices.

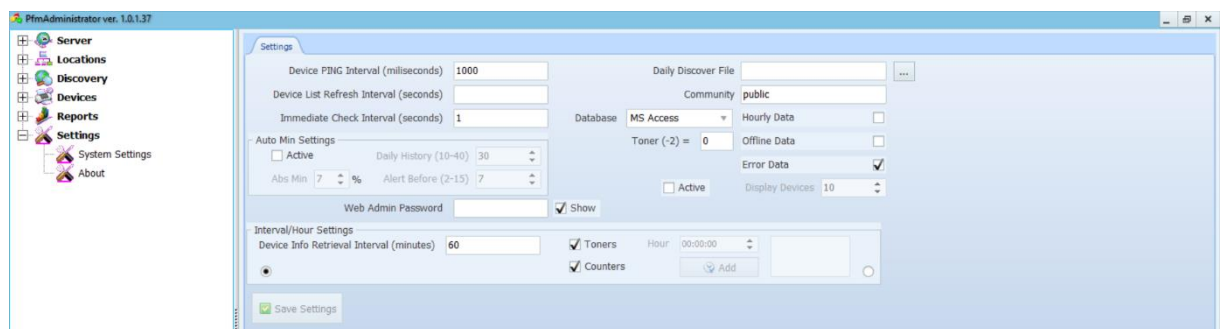
Web Admin Password: Reporting can be done on PFM Admin Panel and PFM Web Interface. The link to web interface is <http://localhost:9879/>. The standard user name is admin and the password should be set here. Admin user is the Administrator and can only add users to use reports and use consumables section in web interface.

Interval/Hour Settings:

There 2 ways scheduling device discovery and get data.

Device Info Retrieval: PFM will run to get data from devices in every X minutes.

Toner/Counter Separate Scan: PFM will separate the scan tasks for Consumables and Counters. Both Consumables and Counters can be set by select and adding time in the list.



c. Toner Order & Consumables Section

Toner order section is same as PFM Admin Panel Status Notification. Web Interface is more flexible and again more simultaneous access is allowed. The device drops in to this list when the toner is detected by PFM Smart Consumables Management. The device appears with Date, name, model, IP, serial number, department, group filter, requested toner, toner end left days, toner end left percentage and the managed user.




Colour codes:

- **Yellow:** The device is drop in the list and is requesting toner.
- **Red:** Toner level is %0 and the device is in critical stage
- **White:** The toner request is excluded by admin

[illegible]

Toner Order & Consumables section has its own search box and has filters on headers. Filters are available for model, location code, location name, department, groups and toner/consumable end left days.

[illegible]

PFM sends the order list daily if desired. Ideally it is advised to check the list first and then click on    Email, PDF or Excel button to export or send the list. Email button will simply send the current list in Excel as attachment to login users assigned email address.

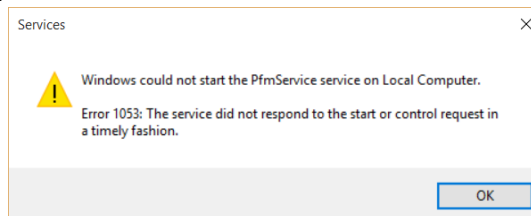
9. Troubleshooting

a. **Question:** I cannot connect to PFM. The screen stuck in this screenshot.



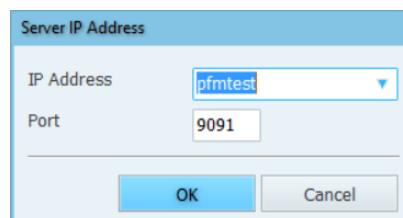
Answer: Please check if PfmService.exe is up and running. Go to services.msc and check the service is started. Start the service on go back to PFM icon and click to start PFM

b. **Question:** The service does not start. I get this screenshot and Error 1053 when I try to start the service.



Answer: This is a license issue. Please check the PFM Control Panel if you have valid license.

c. **Question:** I click on PFM icon and PFM will not start. I get this screen.



Answer: Please make sure you have the right IP address or the hostname for PFM server. Default port setting 9091. If you entered the correct IP and port and still cannot connect, please check if TCP 9091 port is allowed from firewall.

d. **Question:** I would like to see PFM in my own language

Answer: You can simply translate the language file in your own language under C:\Program Files (x86)\Pfm\Config\Lang folder, name as your language such as Polish and locate in the same folder. The file format is .txt and the header of the language file should your own language such as [Polish]. Don't change the format or the order of the language file.

Example:

Log Service Progress=language translation

MAC Address= language translation

Mail Server= language translation

Message sent successfully!= language translation!

Message= language translation

Model= language translation

e. **Question:** I get error and I would like check application log to see whats wrong.

Answer: The logs are under C:\Program Files (x86)\Pfm\Config\Log folder in txt format.

f. **Question:** I would like to connect to PFM Server from another PC.

Answer: Simply copy the C:\Program Files (x86)\Pfm\Admin folder on your PC and click on PfmAdmin.exe. Make sure the IP address or Hostname is correct PFM server.

g. **Question:** I would like to update the PFM device database

Answer: Right click on PfmControlPanel icon and “Run as administrator”. Click on “Update” button under “Setting” tab.

h. **Question:** I see there is a new version of PFM. Should I update my version?

Answer: PFM update process is not automated for performance reasons. Please back up the files below before you start any updates.

- PfmServ.mdb
- PfmSystem.If
- PfmMIB.MDB

i. **Question:** What are the supported databases?

Answer: MS Access is the default database. You can upgrade to MS SQL or Firebird. Here is the procedure.

- “Database Type” field should be changed in PfmService.ini file under C:\Program Files (x86)\Pfm\Service folder.
- Type 1 is MS Access, Type 2 is MS SQL and Type 3 is Firebird
- Change the section Hostname, Database, User Name and Password field a-under [DevartSQLServer]
- Connect to new PFM database with MS SQL Management Studio.
- Create fields by using “Create_Database.txt” file under C:\Program Files (x86)\Pfm\Scripts. This script will create new database.

j. **Question:** I would like to change the PFM web interface port.

Answer: Simply replace “HTTPRepPort=9879” field with desired port in PfmService.ini file under C:\Program Files (x86)\Pfm\Service folder.