KDFM TECHNICAL OVERVIEW

PART 1: GENERAL TECHNICAL INFORMATION

Security

Keeping customer data absolutely secure and inviolate is key to our Dealer Fleet Management programs.

Once collected, the data can never be changed or edited by anyone. We will never share your customers' information with any entity for any reason without your express permission. You hold the key to who can access the data and what data they can access.

Our software and user interface is secured using RSA 1024 bit encryption, which is the same level of security as your online banking.

Web Interface

- All external access is via secure login (username and password) and only through the secure web application at: http://www.katun.com/dfm.
- Access to the secure web application uses 128 bit SSL encryptions.

Scanning

- SNMP scanning is done within the internal network only, via the standard SNMP port (UDP port 161).
- The Collection Agent (CA) uses unicast transmission to communicate to each IP address in the configured scan range. No broadcast packets are sent.
- A community string can be specified in the CA configuration if required.

CA Data Collection

- Printer name, make and model
- Location
- Serial number
- IP address
- MAC address
- Page counts
- Toner levels
- Status / Alerts (e.g. out of paper, paper jam)

KATUN®
DEALER FLEET MANAGEMENT

The following information only is gathered and transmitted to the secure server via our CA. No personal or user data is collected:

Data Transmission

- The CA connects to the programs server via an outbound connection only. There is no reverse connection made from our programs server to the CA.
- HTTPS is the default send method in the CA configuration window. This ensures that the data is encrypted during transmission using standard internet security protocols (128 bit SSL on TCP port 443). If HTTPS is not available, the CA will use HTTP as the send method.
- HTTPS (128 bit SSL) is the same security as is used in Internet banking or purchasing goods online from leading merchants.
- The server sends a simple acknowledgement that the data was received, but no other data is sent back to the CA in response to the transmission. This response is also encrypted in the same manner as the transmission itself.

Data Storage

- Our programs server is located in a physically secure environment.
- Our programs server is located behind a dedicated hardware firewall that blocks all external access except that which is required for Katun Dealer Fleet Management to function.
- The server is kept up to date with the latest operating system patches, security patches, and anti-virus updates.
- Server administration logins are restricted to a very limited number of authorized personnel who require access only for routine maintenance and backup purposes.

Data Hosted

Your data will be hosted in a 24/7 secure facility which includes:

- **Sufficient Bandwidth Capacity** - Excess Internet capacity so you never have to worry about your bandwidth.
- **Redundant Power Supply** - Power systems in our datacenter are designed to run uninterrupted even in the unlikely event of a total power outage. In the event of an extended power outage, diesel generators can run indefinitely.
- **HVAC** - Air is circulated and filtered every 45 seconds to remove dust and contaminants. Liebert environment control systems ensure the data centre is kept at a constant temperature.
- Fire Suppression System
- 24/7 Video Monitoring for Security
- Man Trap Security Doors

Should you have any unanswered concerns, you can download and then permanently delete all of your data from the Katun Dealer Fleet Management web portal.

Customer Service

We fully support our programs; customer service phone numbers and email addresses are listed and the end of this document. Support is provided by one of our program specialists, in your local language.

Our customer service representatives are available Monday through Friday, during regular business hours, starting from the program's implementation date. Support includes answering any follow-up and program-improvement related questions.

PART 2:
QUICK START GUIDE

This QUICK START GUIDE walks you through the process of setting up a new customer from start to finish in Katun Dealer Fleet Management.

You must have a dealer-level login to Katun Dealer Fleet Management to be able to complete this process.

OVERVIEW

1. **Create** a Customer Record in Katun Dealer Fleet Management.
2. **Choose** a computer at the customer site that will host the Collection Agent (CA).
3. **Download** the CA to the customer's computer.
4. **Install** the CA.
5. **Activate** the CA.
6. **Track** devices by setting tracking levels.
7. **Customize** the CA configuration (optional).

Step 1: Create a Customer Record in Katun Dealer Fleet Management

1. Ensure you are logged into the Katun Dealer Fleet Management web site using a dealer-level login.
2. Navigate to Administration, then Customers, and click the Create New Customer button in the toolbar. This will bring you to the Customer Details screen.
3. On the Customer Details screen, do the following:
   a. Enter the customer's company name in the Customer Name field.
   b. If you have access to more than one dealer, pick the appropriate dealer from the Dealer drop down.
   c. Choose the customer's time zone. If the customer's offices span multiple time zones, you can address that later by creating multiple sites for a customer; for now, choose one of them.
   d. Enter the contact information for the customer. At minimum, you must enter a name and e-mail address.
4. Click the Save button at the bottom of the page to create the customer record.

NOTE: A default site is created when a customer is added to Katun Dealer Fleet Management. If you have more than one site, you can create them now by going back to Administration, Customers and click the Create New Site button.

When you add a Customer, the Customer does not get login access to Katun Dealer Fleet Management. If you want to allow the customer to login and view their information, you can create a User for them. To do this, login to Katun Dealer Fleet Management and then go to Administration, Users and click the Create a New User button.

Step 2: Choose a computer at the customer site that will host the CA

The computer you choose should be a computer that is always turned on. This might be a server computer, but it does not have to be. The computer also has to meet the following minimum requirements:

- Microsoft Windows 2000, XP, Vista, 2000 Server, or 2003 Server
- Processor and RAM as per the minimum requirements for the operating system
- 20MB of hard disk space

Step 3: Download the CA to the customer's computer

Follow the appropriate link to download the latest version of the CA: http://dfm.katun.com/pafmicesetup.exe
Save the file to the desktop, or another location where you will be able to find easily.

Step 4: Install the CA

1. Navigate to where you saved the file you downloaded in step 3.
2. Double-click the file to begin the installation process.
3. Click 'Next' to begin the wizard.
4. Click 'Next' to install CA.
5. Click 'Finish' when the wizard has finished.

After you have successfully installed the CA, you may delete the file you downloaded if you wish.

Step 5: Activate the CA

1. Launch the Katun Dealer Fleet Management Collection Agent Administrator.
2. In the Katun Dealer Fleet Management Collection Agent Administrator Licensing dialog, enter the Activation Code for the customer / site you are activating. This Activation code was e-mailed to you when you created the customer or site.
3. Click Activate.
4. The Katun Dealer Fleet Management Collection Agent Licensing Agreement will then be displayed. Select "I Agree" to proceed.
5. A dialog will then be displayed, informing the user that the licensing has succeeded.
6. If a Proxy server is present, you can configure the Proxy settings at this time. For more information on Proxy Servers, please refer to the following article: Katun Dealer Fleet Management Firewall and Proxy.

Step 6: Set tracking levels for devices

After the CA has completed its first scan, you must set up the tracking levels for the devices before they will appear in the Katun Dealer Fleet Management Dashboard.

1. Ensure you are logged into the Katun Dealer Fleet Management web site using a dealer-level login.
2. Navigate to Administration, then Customers, and click on the + sign next to the name of the Customer you are setting up.
3. You will see Default Site appear below the customer name.
4. Verify that The Most Recent Scan column for the Default Site does not say "Never." If it says "Never," then the CA has not completed its first scan, or it was not correctly activated. In this case, you may need to wait a few minutes for the scan to complete, or you may need to re-activate the CA.
5. If you see a date and time in the Most Recent Scan column, click on Default Site to open the Site Details screen.
6. Click on the Devices and Licensing tab in the middle of the page.
7. A list of all of the devices the CA has detected will appear. Review each of the devices, and decide which of them you would like to track.
8. Select the checkboxes next to those devices.
9. Select the desired tracking level from the drop-down list above the list of devices.

10. Click the Change Selected Devices button.

11. A confirmation screen will appear.

12. If you are sure you want to track these devices, click the Proceed button.

13. If there are any devices you do not wish to track, repeat steps 8-12 for those devices, selecting "Do Not Track" as the track level in step 9. After changing the tracking level, the devices you are tracking will appear in the Dashboard immediately.

Step 7 (Optional): Customize the CA configuration

When you installed the CA, it automatically configured itself with settings that are appropriate for most installations. You may need to customize the configuration slightly in certain situations. For instance, if the CA needs to scan multiple subnets or scan remote networks over a WAN, this may require some configuration changes.

If you need to customize the CA's configuration, you may do so right within the Katun Dealer Fleet Management web site. For detailed information on how to do this, please refer to the online help.

PART 3: QUESTIONS & ANSWERS ABOUT KDFM

How do I create a new 'Customer'?

* You must have a dealer-level login to KDFM to be able to complete this process.

1. Ensure you are logged into the KDFM web site using a dealer-level login.
2. Navigate to 'Administration', then 'Customers', and click the 'Create new customer' button in the toolbar. This will bring you to the 'Customer Details' screen.
3. On the 'Customer Details' screen, do the following:
    a. Enter the customer's company name in the 'Customer Name' field.
    b. If you have access to more than one dealer, pick the appropriate dealer from the 'Dealer' drop down.
    c. Choose the currency you wish to use to report costs for this customer.
    d. Choose the customer's time zone. If the customer's offices span multiple time zones, you can address that later by creating multiple sites for a customer; for now, choose one of them.
    e. Enter the contact information for the customer. At minimum, you must enter a name and e-mail address.
4. Click the 'Save' button at the bottom of the page to create the customer record.
5. You will receive an e-mail message which provides you with the activation code for the customer you just created. This activation code is required during Step 5 below.

How do I create a new 'Site'?

* You must have a dealer-level login to KDFM to be able to complete this process.

1. Ensure you are logged into the KDFM web site using a dealer-level login.
2. Navigate to 'Administration', then 'Customers', and click the 'Create new site' button in the toolbar. This will bring you to the 'Site Details' screen.

3. On the 'Site Details' screen, do the following:
   a. Enter the name of the site in the 'Site Name' field.
   b. Enter a site number in the number field. You cannot use the same number for more than one site within a customer. If you are unsure, start at 100 and increment the number by one for each new site you create for the customer.
   c. Choose the customer you want to add this site to from the 'Customer' drop down.
   d. Choose this site's time zone. This time zone will be used for all of the devices in the site. The site can have a different time zone from other sites within the same customer.
   e. Enter the contact information for the site. At minimum, you must enter a name and e-mail address.
4. Click the 'Save' button at the bottom of the page to create the site record.
5. You will receive an e-mail message which provides you with the activation code .

How do I create a new 'User'?

1. Log in to the KDFM website.
2. Go to 'Administration □Users'.
3. Click on 'Create a New User' located in the upper right hand corner of the web page.
4. Enter a contact name and email address for the user. The email address is used to login to the KDFM website.
5. If you want to allow this user to log in to the KDFM web site, select the check box 'This person can log into the web site'. This will let the user access the KDFM site with the Access level assigned to them.
6. Select the user's language and e-mail format preferences. E-mails can be sent to them in either Rich Text or Plain Text format.
7. Add the appropriate contact information for the user.
8. Assign the appropriate Access Level for the user to the KDFM website.

How do I create a customized view for the dashboard?

You will not be able to modify the default views that are provided to you. What you need to do is create a copy of the view that closely meets your requirement, then edit this copied view and insert/delete the columns that you may need.

How can I find a 'Site', or 'Customer', or 'Machine', in the large list in my dashboard view?

Follow the steps provided below and you will be to find the site you are looking for:

1. Click the 'Expand All' button. This will expand all the rows that are currently hidden.
2. Now press CTRL+F or Key F3, which will expose the Find functionality for your browser.
3. Type in the name of the Site or serial number that you are searching for. If you are using Internet Explorer 7/8, you will need to click the 'Next' button so the browser will search page for a possible hit.

How do I change my password?

1. Log onto the KDFM website using your current email address and password.
2. Click on the 'Administration' tab.

3. On the ‘My Profile’ details page, enter your new password in the ‘Change Password’ field.
4. Enter the same password in the ‘Confirm Password’ field as confirmation. If the passwords do not match, you will see a red asterisk (*) beside the Change Password field.
5. Once you’ve entered the two passwords, click on the ‘Save’ link in the upper right hand corner of the page.

If you’ve forgotten your password, you may request that it be reset for you:

1. Go to the KDFM website.
2. Click on the link ‘I forgot my password’.
3. Enter the email address you use to log in to KDFM.
4. Click ‘Submit’.
5. Your password will be reset to a system generated password and the new password sent to your email address.
6. After receiving your new password, you can reset it using the steps above.

How do I create a ‘Textual Report’?

1. Log into KDFM Website.
2. Click on the ‘Reporting’ tab.
3. Click on ‘Textual Reports’.
4. Select either ‘Customized Textual Report’, ‘Customer Billing Statement’ or ‘Monthly Volumes Report’.
5. Follow the prompts selecting what you would like to see in your report.
6. Select how you would like the report generated, click ‘Generate Report’.

How do I create a ‘Graphical Report’?

1. Log into KDFM Website.
2. Click on the ‘Reporting’ tab.
3. Click on ‘Graphical Reports’.
4. Select the report template you would like to create.
5. Select ‘Proceed to Next Step’.
6. Follow the prompts selecting what you would like to see in your report.
7. Select how you would like the report generated, click ‘Generate Report’.

I am tracking a new device. How do I get the device to become part of my existing ‘Smart Alert Profile’?

- If you know ahead of time that a smart profile should be used for all new devices that come online, then go to ‘Smart Profile Details’ page and check off the checkbox ‘Default profile for all new devices’.
- If you decide that a particular device should have the same profile as others go to the smart alert profile in question, go down to the bottom of the page and then check off the checkbox corresponding to the device in question. Then, click the ‘Save’ button to commit changes.

Can the ‘Smart Alert Profile’ I created notify multiple people?

Yes, under the ‘Notify the following people’ section you can select more people from the drop-down list or add people for notification.

Can I have a ‘Smart Alert Profile’ as a default profile for all devices?

Yes, go to the ‘Smart profile details’ page and check off the checkbox ‘Default profile for all new devices’, then ‘Save’ the smart alert profile.

Can I keep track of multiple conditions being triggered?

Yes, go to ‘Smart alert profile details’ page and check off the checkboxes that you wish to trigger an alert. Then click ‘Save’ button.

What is the purpose of ‘Reporting Groups’?

The basis for ‘Reporting Groups’ is that one has the capability to report in groups. You can group devices based on the brand of the device, and then use this grouping in your reports.

How does toner coverage work in KDFM?

Toner coverage is calculated on a per-cartridge basis, using the following general formula:

Coverage = 5% * (toner used * Expected yield @ 5% coverage) / actual number of pages imaged.

An example:

Suppose that a toner cartridge has a rated yield of 6,000 pages @ 5% coverage and since FM started tracking the device, the toner has dropped by 25% and 1,000 pages have been printed. 25% * 6000 is 1500 pages. So, we would expect that the printer has imaged 1,500 pages if the coverage is 5%. But the printer has only imaged 1,000 pages. 1,500 / 1,000 means that we’ve actually used 1.5 times the amount of toner we expected (5%), giving us 7.5% coverage for that cartridge.

The accuracy of this calculation is affected by three main factors:

1. Having a correct expected yield number to use for the calculation (configured in the Actual Cost profile of the device in KDFM).
2. The granularity of toner level reporting. Ricoh devices in particular usually only report toner consumption in 10% increments, which means that coverage values will be on the high side as soon as the toner “drops” from 50% to 40%, and get lower as the toner approaches the next “drop”. Some other manufacturers have devices that measure toner levels more granularly than in 10% increments, which means the coverage calculation is a little more accurate at any given moment.
3. The length of time a device has been tracked for (how much data is available). The longer a device is tracked by KDFM, the more experience the system has with its toner consumption patterns and so the coverage value will tend to become both more stable and more accurate as time goes on.

What does it mean when a device shows just a single green box with ‘OK’ as opposed to the % of toner remaining?

Typically the single green box with the ‘OK’ means that this is the only information that the device is reporting. If you open the embedded web page of the device you should not see the device reporting the toner as a percentage. This device will display an ‘OK’, ‘Toner Almost Empty’ or an ‘Empty’ indicator.

How does KDFM detect a toner change?

KDFM detects when a toner has been changed when the previous toner was equivalent to ‘Empty’ or ‘Low’, if it goes higher than that KDFM detects it as a change. So, it is possible in theory if it was reading ‘Low’ and then someone shook it and it went back up above that threshold that it would do a false positive on toner change.

How to create an ‘Actual Cost Profile’?

An ‘Actual Cost Profile’ is used to calculate the actual cost of each managed device. The impressions-per-cartridge is required to calculate ‘Coverage’ in the ‘Supplies’ section of the ‘Dashboard’.

To create a new ‘Actual Cost Profile’, log on to the KDFM website, click on ‘Device Management -> Actual Cost Profiles’. In the upper right hand corner, click on ‘Create new actual cost profile’.

1. Give the new profile a meaningful name. This name will allow you to reference the profile in the ‘Actual Cost Profiles’ screen and in the ‘Dashboard’.
2. Enter the ‘Profile’ details. If you do not know a value or do not wish to use it in the calculation, leave it blank.
    a. ‘Toner Costs’ and number of impressions yielded by a single cartridge. The estimated yield per cartridge can usually be found on the manufacturer’s website
    b. ‘Paper Cost’ is the typical cost for 500 sheets of paper.
    c. ‘Device Purchase Price’ is the purchase or lease price.
    d. ‘Amortize Device Price Over’ is the number of months that the purchase price is amortized over.
3. Add devices that will use this profile. Under the ‘Devices’ section of the ‘Actual Cost Profiles Details’ screen, click on the linked control ‘Add Devices’. This will bring up a ‘Device Selector’ screen. Use this screen to search for devices based on the customer and/or site. A filter can be used to narrow down the list of devices.

    For instance, you could use the filter to locate only those devices made by a specific manufacturer. Use the check boxes to select the devices you want included in the profile. You can select all of the devices by clicking on the check box beside ‘Manufacturer’. When finished, click ‘Done’ on the ‘Device Selector’ screen.
4. You can set up the profile to be the default to new devices that are added to the customer/site or use the profile as the default for a specific model. In the ‘Default Profile’ section:
    a. Check ‘Use this profile as a default for new devices in’.
    b. Select a Customer/Site level from the drop-downs or check ‘Only use this profile as a default for the following model’ and select a model from the drop-down list.

How do I update devices in bulk in KDFM ?

1. Log into the KDFM web site.
2. Click on ‘Device Management’.
3. Click on ‘Bulk Device Update’.
4. Select the site you want to update from the drop-down list.
5. If you want a sample CSV file to work from, click on the ‘Download’ button. You’ll be prompted for a location to save the file.
6. You can edit the CSV file to add additional information to existing devices in KDFM such as Asset Number, Location, etc.
7. After editing the file, save the changes. If using a spreadsheet program to edit the file, be sure to save the file in CSV format.
8. Click on the ‘Browse’ button to navigate to the file you wish to upload and then click on the ‘Upload’ button.

CSV Format Details

The CSV file you upload to KDFM needs to be in a particular format. There are 12 fields in the CSV file, however most fields are optional. If an optional field is left blank, it will not be updated on the server and the current value will be left as is. The order of the fields is important, and it is important that there be exactly 12 fields in the CSV file even if many of them are blank.

1. Device Name (Optional)
2. Location (Optional)
3. Serial Number (Optional)
4. Asset Number (Optional)
5. IP Address (Optional)
6. MAC Address in the format AA-BB-CC-00-11-22 (Optional)
7. Firmware Version (Optional)
8. Device Life Count (Optional) -
   This will only be updated for devices not being tracked by a CA (Manual devices).
9. Device Color Life Count (Optional) -
   This will only be updated for devices not being tracked by a CA (Manual devices).
10. Device ID (Mandatory) -
    For most devices, the Device ID is its MAC Address in the format AA-BB-CC-00-11-22. For local devices or manual devices, their device IDs vary. To obtain them, download a sample CSV file for the site as described previously.
11. Custom Field 1 (Optional)
12. Custom Field 2 (Optional)

How do I manually add a device?

New Manual Device entry is used to add non-networked or legacy copier devices only and is not meant to add devices that can be detected via CA engine. Except for the Device Name and Total Pages, all fields are optional.

1. Log in to the KDFM website.
2. Click on 'Device Management'.
3. Click on 'New Manual Device'.
4. Enter the 'Device Name'.
5. From the 'Site' drop-down, select the site for the device.
6. From the 'Model' drop-down, select the model of the device. If the device isn't listed, click on 'Report Missing Model' to have the device added to the model list.
7. Fill in the optional details for the remaining fields.
8. Add the 'Total Pages' for the device.
9. If the device is color, enter the 'Total Color Pages'.
10. Click on 'Save' when finished.

How do I set up a 'Custom Scan Range'?

To create 'Custom Scan Ranges':

1. Click on the 'Custom Scan Range(s)' radio button.
2. Click on the 'Add a custom scan range' button.

3. Three text boxes will appear, enter a valid IP address for both the 'Scan From' and 'Scan To' boxes.
4. The Subnet text will be populated with a default value based on the IP Address range you entered. If the default is incorrect for the network being scanned, then change the subnet value as required.
5. When you have entered the desired IP range, click the 'OK' button.
6. You will the see the IP addresses you just entered as part of the table.
7. Repeat steps 1-5 until all desired IP address ranges have been entered.
8. When you are done entering IP ranges, click the 'Save' button at the bottom of the page.

To delete a 'Custom Scan Range':

1. Click on the 'Custom Scan Range(s)' radio button.
2. You will then see a list of custom IP ranges.
3. For the IP range you want to delete, click the 'Delete' button, located in the rightmost column of 'Custom Scan Range' table.
4. When you are done deleting IP ranges, click the 'Save' button at the bottom of the page.

To add or update multiple scan ranges in bulk:

If you have opted to configure custom scan ranges, it may be quicker to update them in bulk than to enter them one at a time. You can update them in bulk as follows:

1. Scroll down to the 'Scan Range Bulk Update' section of the page.
2. In the 'Scan Ranges field, enter in the scan ranges:
   a. Enter one scan range per line.
   b. Use the following format:

      - From_Address

      - To_Address

      - Subnet
3. To add these ranges to the current list, click the 'Add Ranges' button.
4. Or, to replace the current list entirely with these ranges, click the 'Replace Ranges' button.

For example, suppose you entered the following in the 'Scan Ranges' field and then clicked the 'Add Ranges' button:

192.168.0.0,192.168.0.255,255.255.255.0

192.168.1.0,192.168.1.255,255.255.255.0

There would be two scan ranges added to the list:
One scan range from 192.168.0.0 to 192.168.0.255 using the subnet 255.255.255.0, and a second range from 192.168.1.0 to 192,168.1.255 using the subnet 255.255.255.0.

Do you know the Collector Agent Engine Network Traffic specifications?

CA Network Traffic during a scan:

- The CA does not create any network traffic until a scan is initiated (by default, scans occur every 60 minutes).
- Once a scan has been initiated, the CA will create approximately 30 to 50 KB of bidirectional network traffic per device scanned.

Collection Agent uploaded file size:

- The CA creates an encrypted file containing the scan information from each device that is then sent to KATUN to populate the KDFM web portal.
- The file size is approximately 5KB per device scanned.

Can the Collector Agent be installed on a PC using Windows and Mac OS?

No, the Collector Agent works only on Windows Operating Systems . See the requirements in the Quick Start Guide section.

What is the difference between 'Quick Scan' and 'Discovery Scan'?

'Quick Scan' (default value every 60 minutes) does a scan of all the known devices' IP addresses, while 'Discovery Scan' (default value every 720 Minutes) goes through the range of given IP addresses and determines if there are any new devices on the network.

Why are some of my devices not being detected by CA and not reporting any data in KDFM?

Issue:

I have scanned a network with the CA and either some or all of the devices were not detected and did not report any data in KDFM.

Cause:

If individual devices are not being detected by the CA, the following are the possible causes:

- The device has been powered down, physically disconnected from the network, or is otherwise offline.
- The device has been removed from the environment or permanently decommissioned.
- The device has experienced a failure that affects its network connectivity.
- The device does not support SNMP.
- The device has been reconfigured and SNMP has been disabled.
- The device has been moved to a new location, and its new IP Address is outside the range that the CA is configured to scan.
- The device is attached to a JetDirect box. We currently do not scan devices that are connected to HP Jet Direct boxes or any other network print server. We only scan directly attached networked printers.
- The device is a fiery device. Fiery devices do not provide enough information for the CA to gather and report on for the device.
- The device's community string may have changed.

If none of the devices are being detected by the CA, the following are the possible causes:

- The CA is not configured with the correct IP addresses/ranges to properly to scan the devices.
- The CA is having problems communicating with devices on the network (for instance, a firewall or a router utilizing a firewall is blocking SNMP traffic on the network).
- There is a proxy server on the network that is preventing communication between the CA and KDFM.

Resolution:

If individual devices are not being detected by the CA, try the following troubleshooting steps:

1. Check the device configuration, ensuring that it is powered on, is online and connected to the network.
2. Check the device’s IP Address and confirm that it has not moved to a different subnet or to an IP address outside the scan ranges that the CA is configured to scan. If the device has been moved to an IP Address outside the ranges that the CA is configured to scan, change the Scan range to include this IP address.
3. Open the devices’ embedded webpage. If you can get to this page, the IP address for the device is correct. You should also confirm that UDP port 161 is not being blocked for this device.
4. Ping the IP address to see if you get a response or not. If you do not get a response, the problem lies on the network and will have to be resolved before the CA can detect the device.

If none of the devices are being detected, try the following troubleshooting steps:

1. Double-check the CA configuration in KDFM and ensure it is set to scan the correct range(s) of IP addresses.
2. Confirm that the Community string set in the CA configuration in KDFM is the correct community that the devices are set to.
3. If there is a firewall or a router utilizing a firewall present in the environment, ensure that it is not blocking SNMP communication (UDP port 161) between the CA and the devices you are tracking. You should also ensure that TCP ports 80 and 443 are not being blocked as this will prevent communication between the CA and KDFM.
4. If there is a proxy server present on the network, configure the proxy server settings in the CA Administrator.

If none of the above information resolves the issue, please contact our Technical Support department and they will help you create log files that may help identify and resolve the problem.

Why can’t I activate the CA on another machine ?

Once you have activated the CA and it uploads the unique ID to the KDFM servers, you won’t be able to re-activate the CA on a different system until you remove the license from the old one.

Here is how to remove the license:

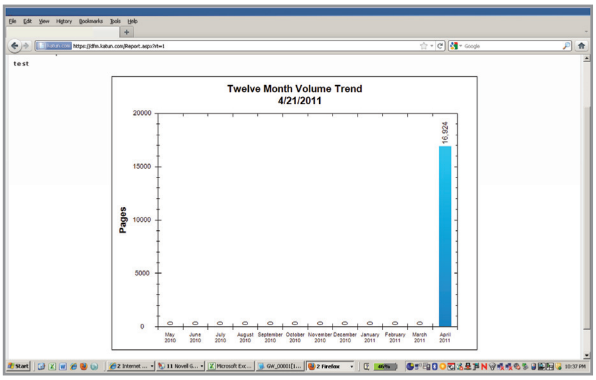
1. Logon to KDFM.
2. Select ‘Administration’.
3. Select ‘Customers’.
4. Select the customer’s primary site.
5. On the ‘Site Details’ page, select the ‘Collection Agent Engine’ tab.
6. Across from the ‘License Key’, you will need to select the ‘Remove License’ button.
7. Once selected, press ‘OK’ on the window that appears.

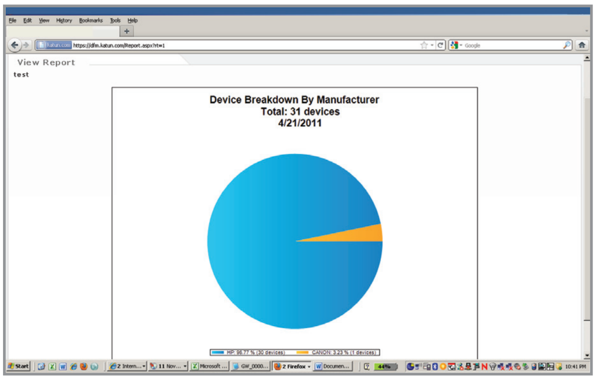
You should now be able to reactivate the CA on another machine.

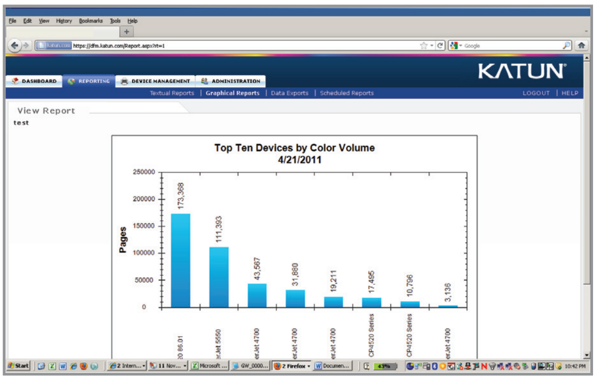
PART 4:
KDFM DETAILED FEATURES/FUNCTIONS

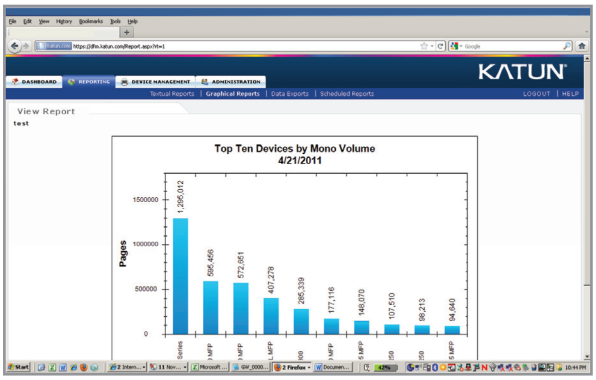
KDFM DETAILED FEATURES	PLUS	BEST
TECHNICAL FEATURES		
Information Collection Engine-Windows 2000 or newer workstation at customer site		
Installation wizard	Yes	Yes
Remote configuration tools	Yes	Yes
Web-based user interface	Yes	Yes
Fully automated updates	Yes	Yes
Customizable user dashboard	Yes	Yes
Fully brandable	Yes	Yes
Strong data encryption and secure transmission	Yes	Yes
Customizable user security levels	Yes	Yes
METER READING		
Lifecount	Yes	Yes
Color and mono counts	Yes	Yes
Counts by Function (copy, print, scan, fax)	Yes	Yes
Counts by Paper Size	Yes	Yes
Other Counts (staples, duplex)	Yes	Yes
DEVICE INFORMATION		
Manufacturer	Yes	Yes
Model	Yes	Yes
Serial Number	Yes	Yes
Firmware version	Yes	Yes
IP Address	Yes	Yes
Date device was added	Yes	Yes
Date purchased	Yes	Yes
MAC Address	Yes	Yes
Location	Yes	Yes
Asset Number	Yes	Yes
SMART ALERT SYSTEM		
Smart Alert device status and service notifications	No	Yes
Toner alerts	No	Yes
Newly installed device alerts	No	Yes
Automatic alert profile assignment for new devices	No	Yes
SUPPLIES MANAGEMENT		
Online toner ordering	No	No
Toner levels	No	Yes
Projected toner depletion date	No	Yes
Toner coverage	No	Yes
Automatic detection of newly installed toner	No	Yes
COST		
Assign a cost per page to devices	Yes	Yes
Assign overages	Yes	Yes
Support for most major currencies	Yes	Yes
Automatic cost profile assignment for new devices	Yes	Yes
Calculate your actual cost per page	No	No
Actual toner costs	No	No
Actual paper costs	No	No
Actual device lease costs	No	No
Service history costs	No	No
Service history tracking	No	No
REPORTING		
Textual reports	Yes	Yes
Graphical reports	Yes	Yes
Powerful report scheduling	Yes	Yes
Reports can be sent via e-mail	Yes	Yes
Data exports into third party accounting systems	Yes	Yes
Customizable reports	Yes	Yes
Meter read reports	Yes	Yes
Volume reports by job type (color vs. mono)	Yes	Yes
Volume reports by device function (print, copy, scan, fax)	Yes	Yes
Customer billing statements	Yes	Yes
Device information reports	Yes	Yes
Device Inventory reports	Yes	Yes
Toner level reports	No	Yes
Coverage reports	No	Yes
Projected toner depletion date reports	No	Yes
Cost Reports	Yes	Yes
Assigned cost reports	Yes	Yes
Actual cost reports	No	No
Total Cost of Ownership reports	No	No

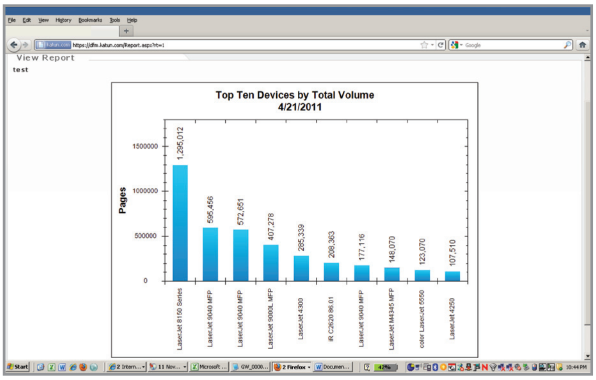
PART 5:
‘GRAPHICAL REPORT’ EXAMPLES

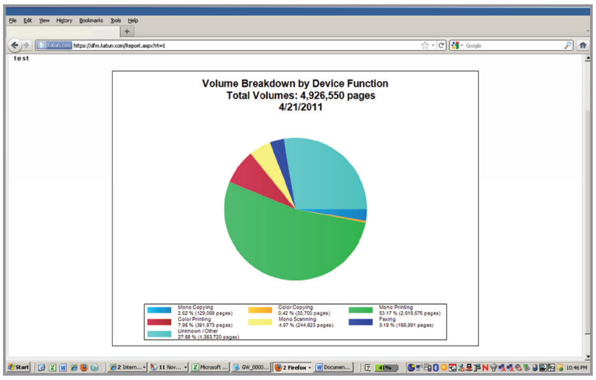


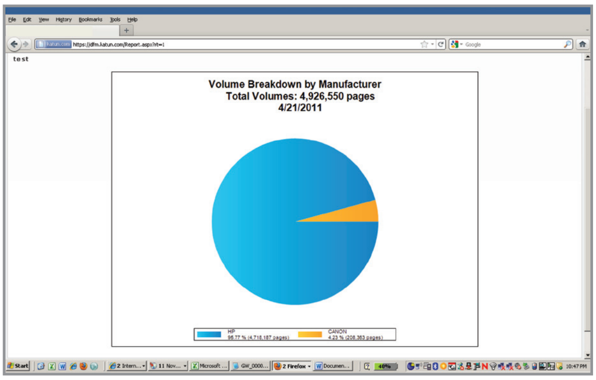












WE ARE COMMITTED TO HELPING OPTIMIZE THE SERVICE DELIVERED TO YOU AND YOUR TEAMS

PART 6: CONTACT INFORMATION

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