

INTRODUCING

FMAudit Remote Device Management



What is FMAudit?

FMAudit is a Remote Device Management system that proactively manages your print/copy devices.

BENEFITS:

Minimize manual tasks with;

- Automatic Meter Reading.
- Automatic Toner Replenishment.

Pro-active approach to service

- FMAudit will automatically log a service call when the device experiences an error or jamming issue.

Accurate billing

- FMAudit synchronizes meter reading with our billing system ensuring readings are always accurate and never estimated.

How does it work?

FMAudit is a small piece of software that runs on any desktop or server computer. It collects information from your print devices, using a network protocol called SNMP, on toner consumption, service issues and meter counts. The information is passed to our secure central server where it is then fed into our billing and service management software.

How much does it cost? It's FREE!

We want to provide the best possible service and believe a proactive approach to service, toner management and meter reading should be available to all of our customers at no extra cost.

How do I get setup?

The installation should take no more than 10 minutes to complete. If you are happy to go ahead, please e-mail service@cantecireland.ie and one of our support agents will contact you.

If you require this to go through your IT department we can work directly with your IT contact to facilitate the installation.

Simply e-mail the following details to service@cantecireland.ie and one of our support agents will be in contact.

IT Company (if external)

Email Address

Contact Number



FMAudit

Technical Information



How it works - Technical

The core engine of FMAudit accurately identifies and extracts data from networked printers, copiers and multifunction devices (MFDs). It uses the protocols these devices support such as Simple Network Management Protocol (SNMP). SNMP is a network protocol that facilitates the exchange of information between networked devices, extracting data from the management information base (MIB) and the data collection locations within the device. FMAudit supports SNMP Versions 1, 2 & 3. The MIB is an internal database that most network-connected devices have as part of their anatomy. The MIB holds data such as the manufacturer and model information, meter data, consumable levels and current and historical service and supply status of the device.

FMAudit Onsite(Software)

This is a data collection tool that automatically performs device analytics, tracks consumable levels and equipment status. Installed at the customer site, this application can perform print assessments automatically on a scheduled basis.

What are the FMAudit Onsite minimum requirements?

FMAudit Onsite must be run from a computer with a Microsoft XP, Vista, 7, 8, 2003, 2008, or 2012 or 2016 operating system. The Microsoft .NET Framework version 2.0 is required for Onsite v2 or higher.

Does FMAudit Onsite require Microsoft Internet Information Services (IIS)?

No. FMAudit Onsite includes its own engine to display the web pages and is set up automatically during the installation.

Can you install FMAudit Onsite on a computer which already hosts another IIS website?

Yes. FMAudit Onsite uses port 33330 by default, but may also be configured to use a different port if required.

How much on-going maintenance does FMAudit Onsite require?

FMAudit Onsite is a service which runs in the background and performs audits and exports to configured destinations on predefined schedules. It's recommended to use subnets (IP ranges) instead of fixed IPs so that when adding new devices to the network, they will be discovered and included in the audit results, limiting manual intervention.

For more information please contact service@cantecireland.ie

www.cantecireland.ie