

# PRISUME

Printer Supplies Management Engine

Printer Supplies Management Engine



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## Installation

This document explains how to successfully install the Prisume Printer Supplies Management Engine, and is valid for versions 2.1 and newer. The screenshots are taken from a Windows 10 installation and can look slightly different on other platforms.

The Prisume Printer Supplies Management Engine is supported on all newer Windows platforms, such as Windows Vista, Windows 7/8/10 and Windows Server 2008/2012.

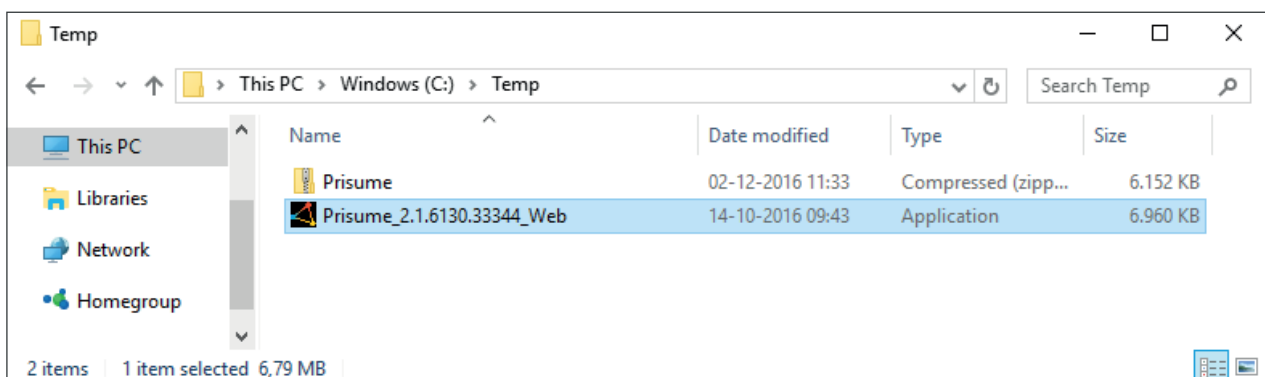
Prior to installation of Prisume Printer Supplies Management Engine you must install .NET Framework 4.5. If not installed it can be downloaded during the installation of the Prisume Printer Supplies Management Engine.

.NET Framework 4.5 can also be downloaded from Microsoft website: [www.microsoft.com](http://www.microsoft.com)

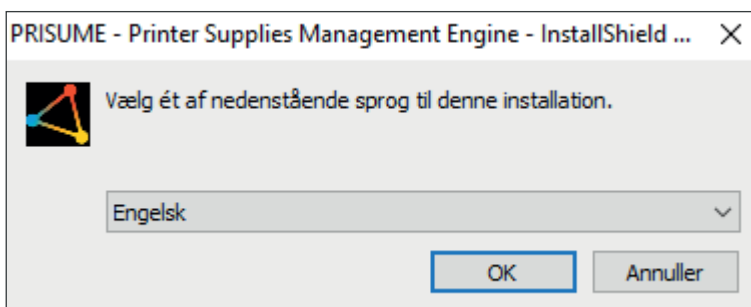
Download the Prisume Printer Supplies Management Engine using the link in the Setup instruction email received when your account was created

Your browser will now download a compressed zip file containing the installation files for Prisume Printer Supplies Management Engine.

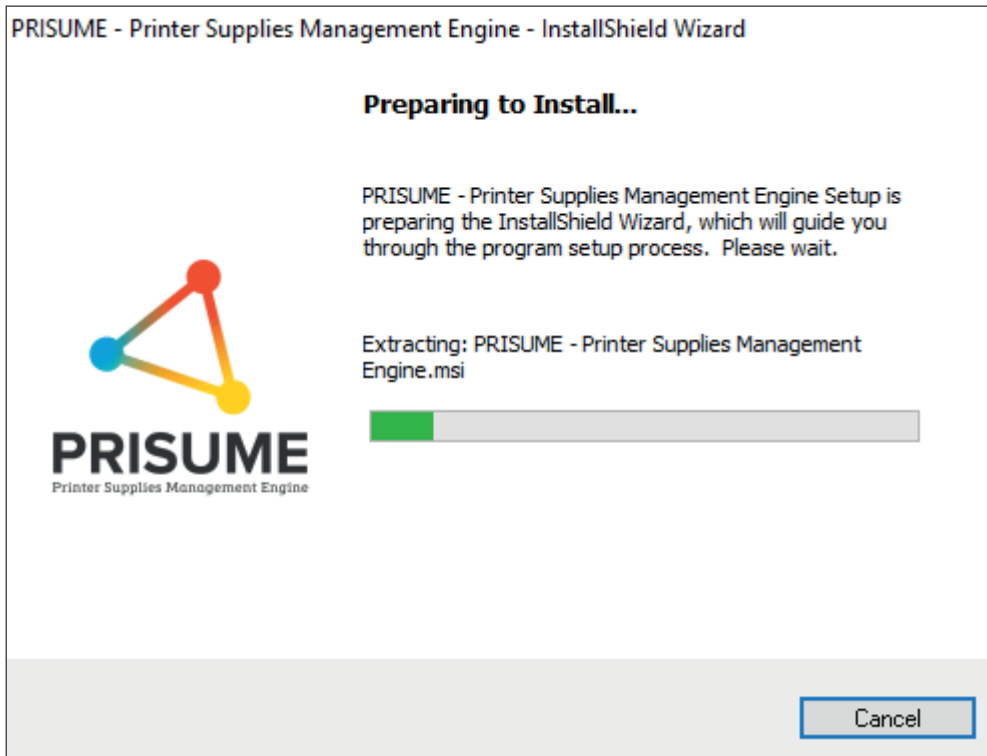
Next unzip the compressed zip file and double-click the Prisume\_2\_1\_xxxx.exe file and the installation will now begin.



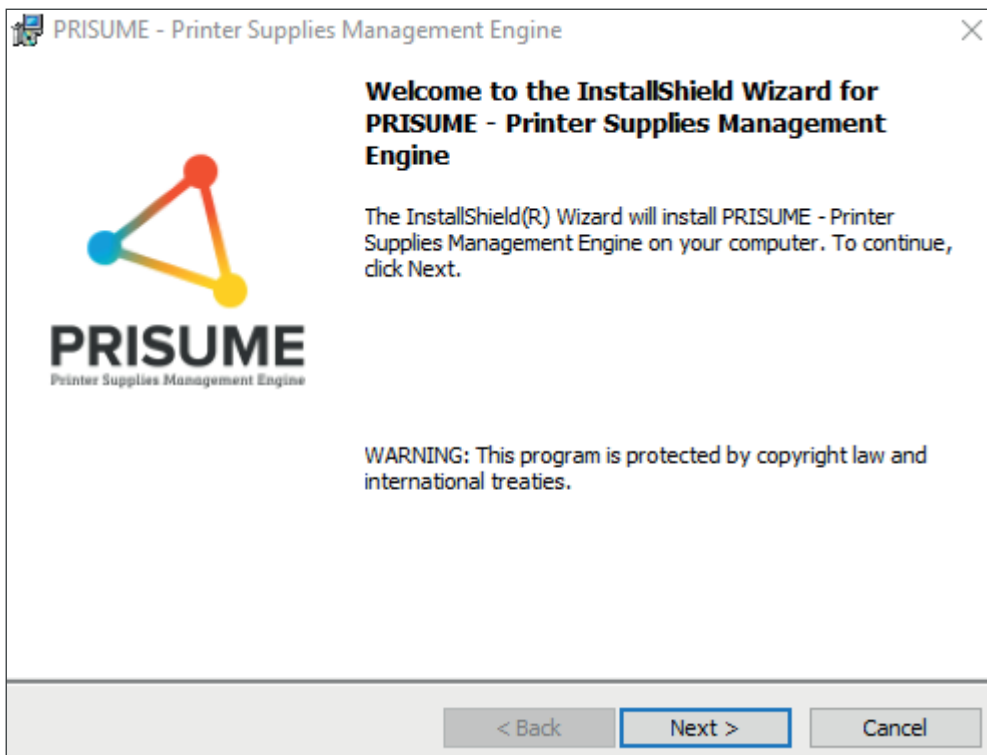
The installation wizard consists of a few minor steps. Start by choosing your language from the drop down list, then select OK.



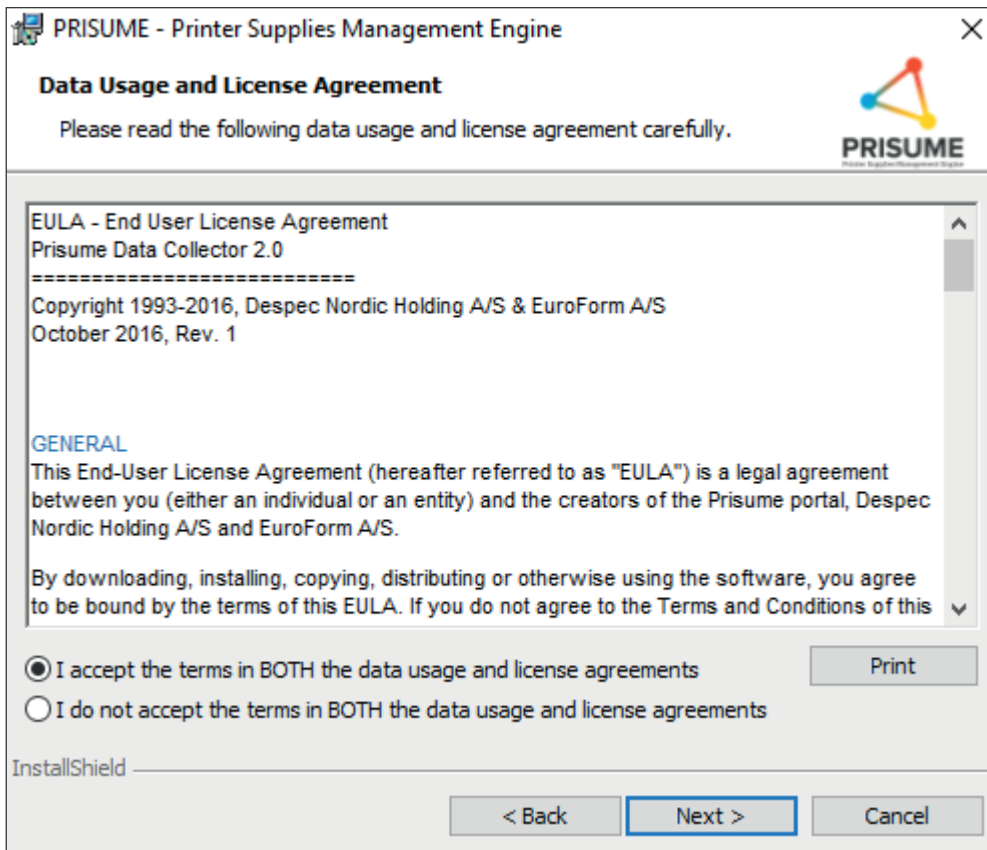
The Prisume Printer Supplies Management Engine will prepare to setup the installation.



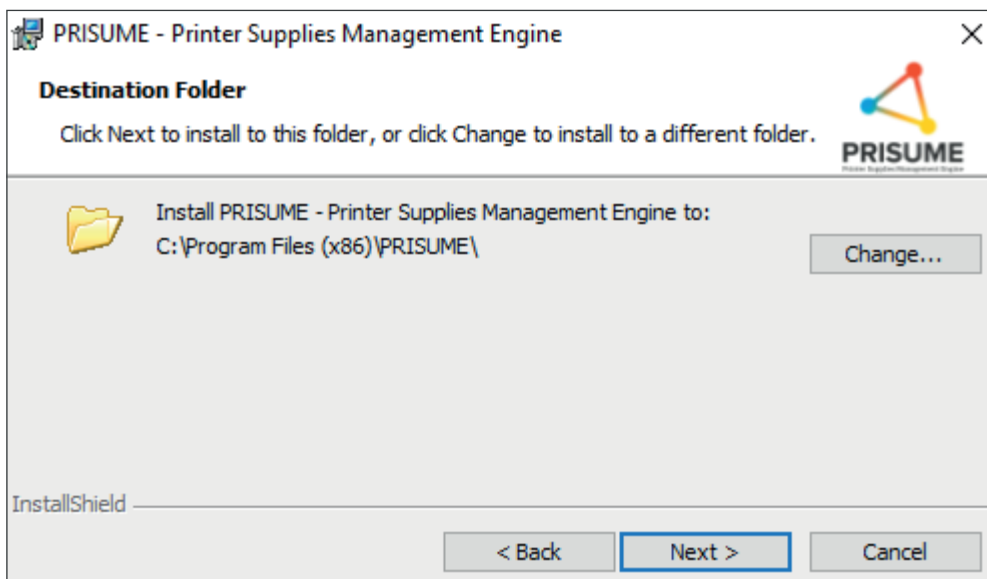
Select Next to proceed with the installation.



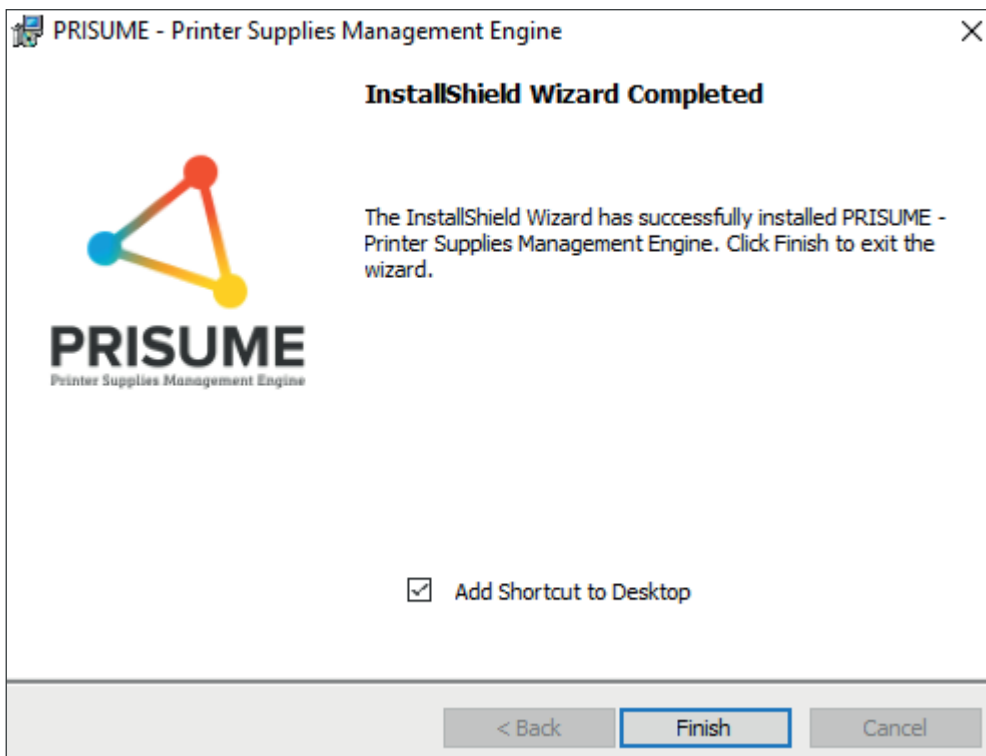
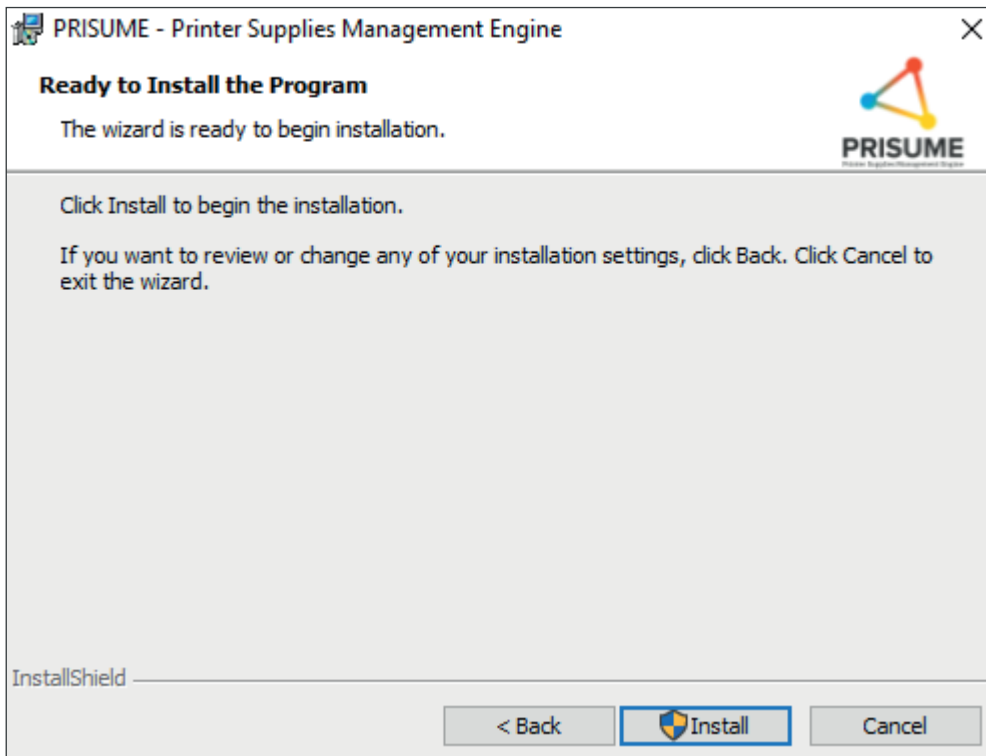
Next, make sure to read and accept the License Agreement. Then click Next.



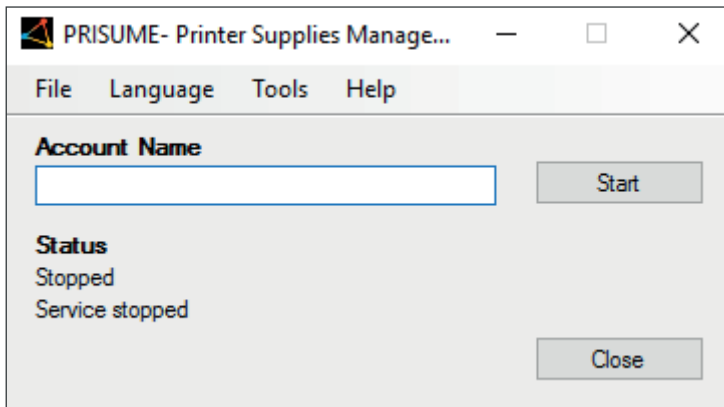
Select destination folder for installation. It is recommended to use default folder. Then click Next.



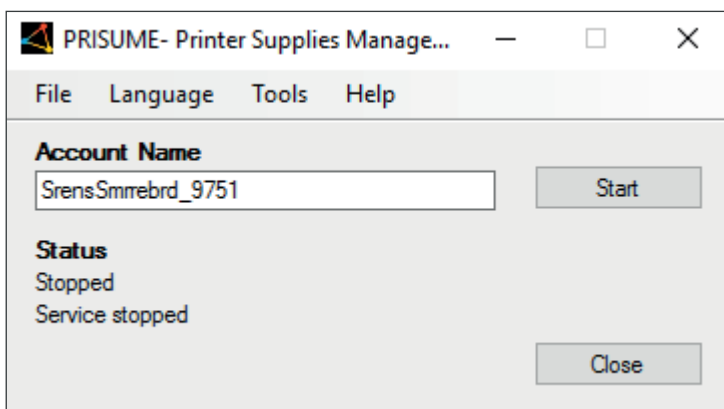
Then you are ready to install. Just click Install and the installation will be done automatically.



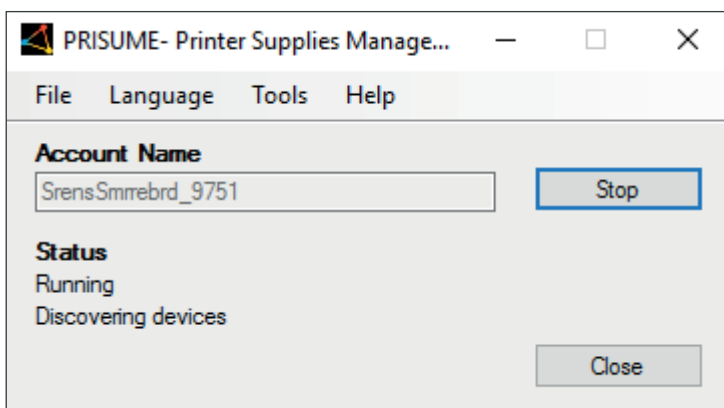
After installation is complete, click Finish. The Prisume Printer Supplies Management Engine will have started automatically during installation. If it does not appear you can find it in the system tray or start menu. Right-click the Prisume icon and select Open.



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



The press Start to register and start the Prisume Printer Supplies Management Engine Service.

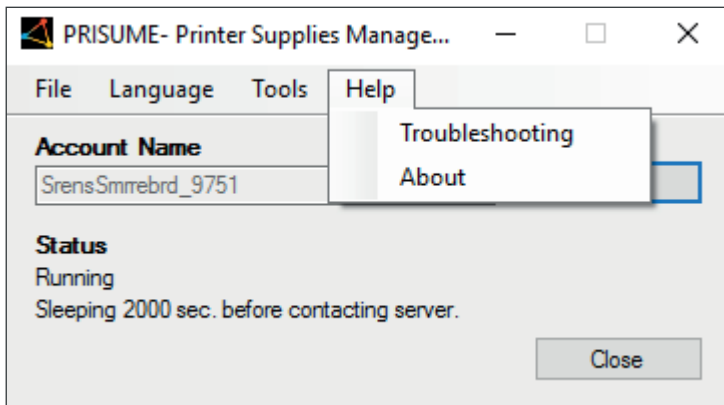


The Prisume Printer Supplies Management Engine is now running and the Status will reflect its condition.

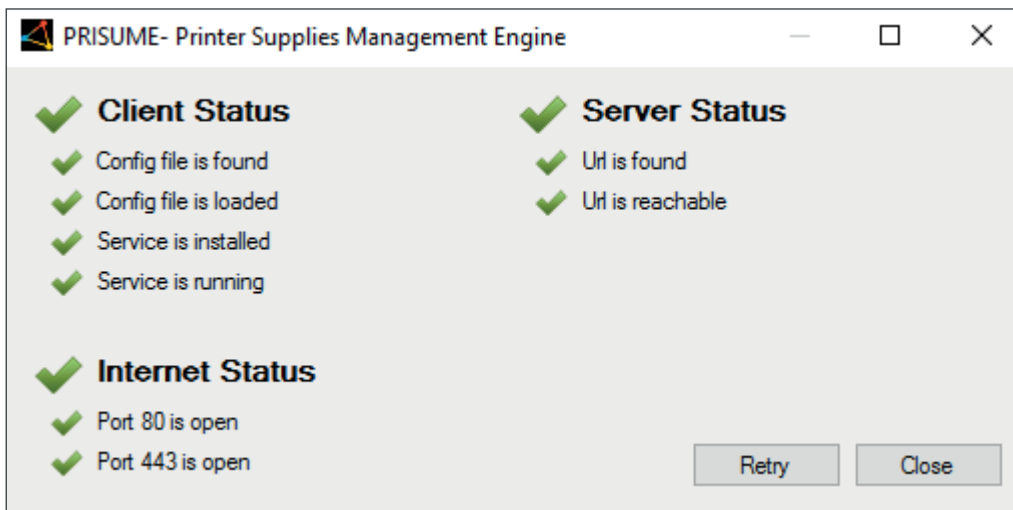


## Troubleshooting

The Prisume Printer Supplies Management Engine 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 " PRISUME - Printer Supplies Management Engine " and select "Remove"
5. Then select OK to remove the Prisume DCA

## Technical description

This section describes technical details about the Prisume Server and The Prisume Printer Supplies Management Engine and how the communication between your network and the Prisume 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?

The Prisume Printer Supplies Management Engine uses HTTP port 80 (HyperText Transfer Protocol) for

communication between the The Prisume Printer Supplies Management Engine and the Prisume 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).

The Prisume Printer Supplies Management Engine 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 Prisume Server.

The The Prisume Printer Supplies Management Engine is easily configured on the Prisume Server.

### Technologies used

The Prisume server and The Prisume Printer Supplies Management Engine 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 4.5 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 Prisume Printer Supplies Management Engine 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 The Prisume Printer Supplies Management Engine functions

The program will contact the Prisume server for:

- Authentication
- List of network ranges
- List of MIBS
- Scan intervals

The Prisume Printer Supplies Management Engine 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:

<b>Printer name</b>	<b>No Name Color Copy</b>
IPv4	192.168.0.169
Serial Number	JPC1H11795
Hostname	NPI870A6C
Date	20-03-2010
Model Number	XYZ481Q
Firmware Date Code	29-08-2007
Firmware Version 50.021.1	50.021.1
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%

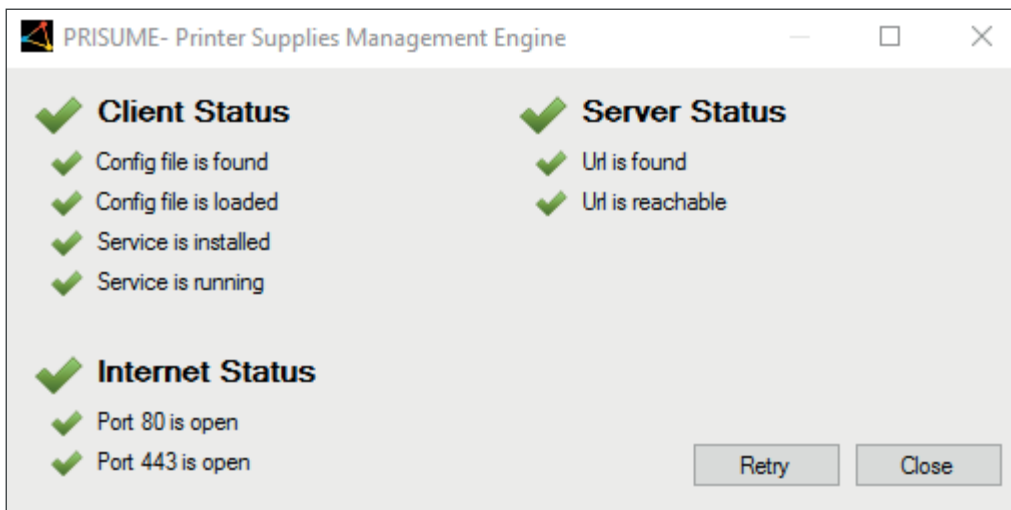
## Prisume Printer Supplies Management Engine troubleshooting Guide

This guide will help you troubleshoot the Prisume Printer Supplies Management Engine installation and starting the Prisume Printer Supplies Management Engine.

After installing the Prisume Printer Supplies Management Engine and no devices are discovered or collected, follow these steps:

### Troubleshooting Steps

1. Open The Prisume Printer Supplies Management Engine 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 reinstall the Data Collector.
  - b) Internet Status - If port 80 or port 443 is not open, contact your Network System Administrator to solve the issue.
    - Could be blocked by Firewall, Proxy server or Virus software installed on the PC or Server.
  - c) Server Status - If URL is not found or unreachable, contact your Network System Administrator to solve the issue. Could be blocked by Firewall, Proxy server or Virus software installed on the PC or Server.
    - Could be blocked by Firewall, Proxy server or Virus software installed on the PC or Server.