

# ECi<sup>®</sup>

# fmaudit<sup>™</sup>

**FMAudit is the most powerful enterprise-class suite of print management products that is feature rich, easy to use and simple to deploy.**

## The suite consists of the following components:

- **FMAudit Central:** A cloud-based application that houses all of the data received from FMAudit data collection tools. It is a "central repository" that allows you to view data using a browser and to also generate reports.
- **FMAudit Onsite:** A data collection tool that automatically performs device analytics, monitors consumable levels and equipment status. This application is installed at the customer site and can perform print assessments manually or automatically on a scheduled basis without human intervention. The data captured is sent to your service provider's Central website using HTTP, HTTPS or EMAIL and information can automatically be sync'd with your service provider's systems.

## How FMAudit Works

The core engine, FMAudit Onsite, correctly identifies and extracts data from networked printers, copiers and multifunction printers (MFPs) utilising the protocols the devices support, such as Simple Network Management Protocol (SNMP). FMAudit currently supports v1,v2c and v3 of the SNMP protocol. By default the "public" SNMP community name is used, but this may be modified in the FMAudit application to support custom environment settings. (See overleaf for more system requirements.) SNMP is a network protocol that facilitates the exchange of information between network devices, extracting data from the management information base (MIB) and other data collection locations within the print device.

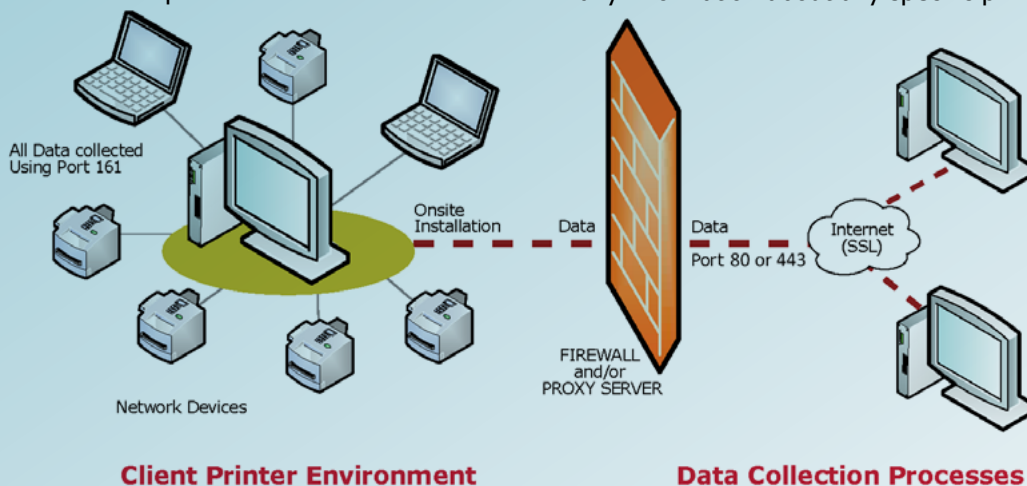
The MIB is an internal database that most network-connected devices have as part of their anatomy. The MIB holds data such as the model name, toner levels and the current status of the device.

## How FMAudit Benefits You

Adaptive Supply Management (ASM) allows your Service Provider the opportunity to offer a customised program to control service and supply notifications. This system is developed by your service provider to fit your specific business needs based on information delivered from FMAudit. ASM gives your service provider the ability to offer just-in-time automatic toner replenishment to ensure that your toner emergencies are relieved. Perhaps the most important function of a remote monitoring program is the ability to ensure your information is synchronising efficiently with the Enterprise Resource Planning System (ERP) of your service provider.

## Virus Concerns? Not with FMAudit

The FMAudit application files have been digitally signed to prevent execution if the file integrity is compromised. This approach ensures the deactivation of any viruses and prevents spreading a virus from one network to another. For additional assurance, we recommend using antivirus software on your network. FMAudit applications only read from devices and do not write to devices. Confidential data is not collected, viewed or saved by any FMAudit application. Only printer-related data is collected and viewed. No other network data can be identified or collected by FMAudit. The FMAudit products report the usage counts (meter readings) and status of print devices on the network. It does not communicate any information about any specific print jobs.



## Windows OS support for FMAudit Products

Operating Sys	Service Pack	Bit Support	Onsite	Viewer	.NET Version
Windows XP	SP2	32	YES	YES	2.0
Windows Vista		32	YES	YES	2.0
Windows 7		32/64	YES	YES	2.0
Windows 8		32/64	YES	YES	3.5
Windows Server 2003		32/64	YES	YES	2.0
Windows server 2008		32/64	YES	YES	3.5
Windows Server 2012		32/64	YES	YES	3.5

### Network Traffic

Audits conducted by the software use an intelligent system to extract minimal information for each printer, copier or MFP. Unlike similar products that send a fixed set of queries (a superset of all possible queries) to every networked device, FMAudit Onsite only sends the relevant queries according to the fields the target device supports, with each device query being no more than a few kb of data. To further reduce the amount of network bandwidth used, Onsite communicates with no more than 20 devices at a single time.

### More FMAudit System Requirements

PC/Server requirements for FMAudit Onsite:

- 1GB RAM, 30 MB Disk Space
- .NET Framework 2.0 or higher
- Internet Explorer 7.0 or higher
- MDAC 2.8 or higher (normally included when Windows is installed)
- JET 4.0 or higher (normally included when Windows is installed)
- Loaded on a machine that is up 24/7 or at least the entire business day
- Must be logged on as a Local Administrator (or equivalent) during the installation

### Firewall considerations (Port 80 or 443)

#### Outbound:

- License activation site:
  - <https://www.gttechonline.com/secured/licensingex/LicenseActivator.aspx>
  - Application: fmaonsite.exe
- Data transmission:
  - [http or https://\(company name\)/WebServices/Onsite2Service.aspx](http://(company name)/WebServices/Onsite2Service.aspx)
  - Application: fmaonsite.exe

### Network Requirements:

SNMP (Port 161) traffic must be routable across the LAN or WAN.

### Do FMAudit products work with Internet proxies? Yes

FMAudit Onsite applications can use the default proxy settings within Internet Explorer or can be specifically configured to use other proxy servers.

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

**No** FMAudit Onsite includes its own server to display the Web pages and is set up automatically during the installation.

### Can you install FMAudit Onsite on a computer that already hosts another IIS website? Yes

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

### How much ongoing maintenance does FMAudit Onsite require?

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

### What versions of SNMP are supported?

FMAudit supports SNMP versions v1, v2c and v3.

### HP Jetdirect and Compatible Devices?

FMAudit's core engine supports HP Jetdirect and compatible devices. During an SNMP query on the network, the FMAudit core engine communicates with the Jetdirect or compatible device and extracts the hardware's reported lifetime meters, serial number, toner coverage's, toner levels, service alerts and more.

### How do I get additional information?

Additional information can be found on the FMAudit website: <http://www.fmaudit.com>