

PRINTER DCA: BEST PRACTICES

Follow these steps to ensure a successful Printer DCA installation.

A careful Printer DCA installation will save you troubleshooting in the future.



PREPARATION

Before starting the Printer DCA installation, determine any problem areas that may be present on the network by asking your IT/Network Manager the following questions:

- How many document output devices are there on the network? Knowing how many devices are on the network helps you determine whether any devices are not reporting.
- How many local printing devices are on the network? Where are they? This information helps you determine the most effective installation strategy. For example, if there are only a few local devices and they are within easy walking distance you can simply use a USB key, whereas if there are hundreds of local devices, or they are in different cities, you would likely consider setting up a push installation.
- How many document output devices use an external print server (e.g. HP Jetdirect)? External print servers typically prevent most (sometimes all) information from being gathered from the devices which connect to them. At best you can hope to collect serial number, LCD status, and life page count information from at most one device per external print server. Take this into account when determining how many devices you expect to report, as well as when setting up support contracts for such devices.
- Does the network use multiple subnets? If there multiple subnets, and you want the Printer DCA to be able to detect the devices on those subnets, you will need to set up the DCA to scan those subnets.
- Does the network use a VPN? If there are devices in satellite offices that connect via a VPN, you may need to extend the network timeout value to ensure those devices have enough time to respond.
- Does the network use a proxy server? A proxy server can prevent data from being transmitted from the customer site back to the PrintFleet Enterprise server. If a proxy server is being used you will want to obtain credentials which have access to authenticate with the proxy server before you start the installation.
- Does the network use Internet Protocol version 6 (IPv6)? The Printer DCA does not support IPv6. If you install the Printer DCA on a computer in an IPv6-enabled network, the Printer DCA will not activate.
- Are there any devices that use non-public community strings? If so, which devices and can we obtain the community strings? Printer DCA requires the community strings to log in and get information from internal memory.
- Is there anything else we should know about the network? It can be helpful to know about any unusual aspects of the network, such as web content filters, port restrictions, and so forth.

PRINTER DCA INSTALLATION

Complete the following steps to install Printer DCA.

1. Install the Printer DCA

Install the Printer DCA on a non-dedicated server at the client location. Reliability will be severely degraded if you install the Printer DCA on a desktop computer. Never install the Printer DCA on a laptop. You may obtain the Printer DCA by whatever method you choose—from the UpstreamConnect website, download, USB key, CD, etc.

Follow the steps as outlined in the wizard. While completing the wizard, please note the following:

- On the Activation page, if you have obtained information regarding a proxy server from your IT/Network Manager, you can click Show Proxy Configuration and enter the information now.
- On the Scan Settings page, you can't change the IP range using the wizard. If you need to change the values, you can do so once the wizard is complete.
- On the Intelligent Update page, ensure the Intelligent Update feature is enabled. This is another critical step that allows you to remotely update the Printer DCA software and change the Printer DCA settings, eliminating the need to ever go to the customer site to adjust the Printer DCA. The Intelligent Update feature can only be enabled if the Service Control (Health Check) feature is installed. This feature can also be enabled later by selecting the Enable Intelligent Update check box from the Communication tab.
- On the Completion page, if you don't think any further changes are required, you do not need to open the Printer DCA interface. You should leave the Start the Printer DCA Service check box selected unless you have a strong reason not to.



2. If you need to change the IP ranges from what was displayed in the wizard, do the following:

- Click the Scan tab, then the General tab, and enter the information (determined in your preliminary investigation of the network) in the Scan List box.

3. Adjust the scan interval as necessary.

The default scan interval is 30 minutes, and this is appropriate for most customer networks, and for the dealership's purposes. Most importantly, the scan interval must be longer than the time it takes for a single Printer DCA scan to complete. The recommended minimum scan interval is 30 minutes. To change the interval, click the Scan tab, then the General tab, and enter a new Scan Interval value.

4. Adjust the default network timeout as necessary.

There are two ways to determine an appropriate network timeout. Choose whichever method you are most comfortable with:

- From the DOS command prompt, ping the IP addresses of the devices at the furthest part of the customer's network. Set the Printer DCA network timeout to the average response time (in milliseconds).
- Perform a test scan and see how many devices respond. If the number of responding devices is significantly lower than the total number of devices you expected, double the network timeout (250, 500, 1000, 2000) and repeat the test. A timeout of 2000 ms is typically sufficient even for scanning over VPNs across continents.]

Typically, you should never have to decrease the default network timeout unless the network is so large that there is a benefit to decreasing the total Printer DCA scan time. To change the timeout, click the Scan tab, then the General tab, and enter a new Network Timeout value.

5. Store any non-public community strings in the Printer DCA.

Any non-public community strings should have been obtained during your initial discussion with the IT/Network Manager. Input these into the Printer DCA to obtain complete information from your scan. Click the Scan tab, then the Advanced tab, enter the information in the SNMP Community Strings box, and click Add.

6. Input any required proxy settings.

You should have obtained any information regarding a proxy server during your initial conversation with the IT/Network Manager. Enter this information into the Printer DCA, if applicable, by clicking the Communication tab, and adjusting the settings under Proxy Configuration.

7. Enable and configure any optional settings as desired.

You may want to enable or adjust the following settings:

On the General tab of the Scan tab:

- Enable Broadcast: to use broadcast scanning (not needed when Rapid Scan is enabled; can only be used in conjunction with QuickScan)
- Enable Rapid Scan: to use multithreading for more efficient scans

On the Advanced tab of the Scan tab:

- Enable Focus Scan: consider configuring this for very large networks
- Enable SNMP Traps: must be enabled on the device itself for SNMP traps to function
- Enable IP Masking: use if the customer requests their IP addresses to be masked

On the File Viewer tab:

- Change the days to keep log and archive files (may want to not keep them at all to minimize the amount of space the files consume)

8. Run a test scan and troubleshoot any issues.

Ensure you review the Printer DCA log and transmission files to determine if all devices are being collected and that the files are being successfully transmitted to the UpstreamConnect server.

