Fleet Tracker 2

Administrator's Guide

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Overview

Use the application to monitor printers and other devices such as print servers and network printers. It also collects usage data and rolls them up to the Managed Service Provider (MSP).

The Lexmark Fleet Tracker 2 (LFT 2) is the previous MSP server component of Lexmark Fleet Manager. However, it is not obsolete and can be used alongside the Lexmark Fleet Tracker 3 (LFT 3) as a data collector.

This document provides information on how to configure, use, and troubleshoot the LFT 2 application.

Getting started

System requirements

Supported Microsoft® Windows® operating systems
- Windows Server® 2012 R2
- Windows Server 2012
- Windows Server 2008 R2 (with 32-bit compatibility mode installed)
- Windows Server 2003 (32-bit only)
- Windows 7

Supported databases
- Oracle® 11g Express Edition (XE)
  - 1 processor (3GHz), 1GB of RAM in addition to the minimum RAM required by the operating system
  - 60GB disk space, after operating system installation
- Oracle 11g Standard Edition, Standard Edition One, or Enterprise Edition
  - 1 processor (3GHz), 4GB of RAM in addition to the minimum RAM required by the operating system
  - 100GB disk space, after operating system installation

Setting the SNMP destination

When you set up the printer parameters, make sure that the SNMP Service is installed and enabled. SNMP lets the Fleet Tracker receive printer alerts and status updates as they occur.

1 From the Control Panel, click **Programs and Features** > **Turn Windows features on or off**.

2 From the list of Windows features, expand **Simple Network Management Protocol (SNMP)**, and then select **WMI SNMP Provider**.

3 Click **OK**.

After enabling the SNMP Service, you may forward the SNMP Trap to a defined management station (SNMP Forward). Set the SNMP Trap destination through the SNMP Service (Microsoft).

1 Open the Windows Run dialog box, and then type `services.msc`.

2 From the Services window, right-click **SNMP Service**, and then click **Properties** > **Traps**.

3 Add the Trap destination server name or IP address. In this case, you can use "localhost."

   Note: You can add multiple trap destinations or hosts.

4 Click **OK**.

5 If necessary, start SNMP Service and SNMP Trap.

Installing the application

Installing the database

Before you begin, save the following files on the computer running the database:
- For Oracle 11g XE, extract **OracleXE112_Win32.zip** to obtain the **setup.exe** file.
- Save the **prx_sys.sql** file in the **C:\Temp** folder of the computer where you are installing the database.
- **LFT_Setup_y.exe** where **y** is the version number of the application.

1 Launch **setup.exe**, and then click **Next**.

2 Accept the Oracle license agreement, and then click **Next**.

3 Specify a location for the installation, and then click **Next**.

4 Type and confirm the password, and then click **Install**.

The default password is *manager366*.

5 Allow the installation to complete, and then clear **Launch the Database homepage**.

6 Click **Finish**.

7 At the command prompt, change the current directory to the following:

```
C:\oraclexe\app\oracle\product\10.2.0\server\BIN
```

8 Type the following command:

```
sqlplus system/manager366 @c:\temp\prx_sys.sql
```

9 Press **Enter**, and then reboot the server.

10 Check the Services Panel, and then make sure that the Oracle Service and TNS Listener services are running.

Installing the Fleet Tracker

1 Launch **LFT_Setup_y.exe**, and then click **Next**.

2 From the "Lexmark_LFT - InstallShield Wizard" dialog box, click **Next**.

3 Install the Fleet Tracker on drive C, and then click **Next**.

4 Click **Finish**.

Changing the proxy settings

1 Open a Web browser, and then type the server IP address.

2 Click **Proxy Settings**.

3 Type the proxy server settings for the Fleet Tracker to communicate with the activation server outside your firewall.

4 Select **Proxy Server Enabled**.

5 Click **Apply Changes**.

Activating the Fleet Tracker license

Note: If your network is protected by a firewall, then make sure that your proxy settings allow you to communicate with the activation server. For more information, see "Changing the proxy settings" on page 8.

1 Open a Web browser, and then type the server IP address.

2 Type the partner and customer details.

 Note: Field names in red text are required fields.

3 Click **Activate License** > **OK**.

4 From the Login window, type the user name and password, and then click **Login**.

 The default user name is *PrinterRx*, and the default password is *Manager*. To change your password, see "How do I change my password?" on page 44.

Reactivating the Fleet Tracker license

1 From the navigation pane, click **LFT Status** in the Administration list.

2 From the Activation Date column in the LFT License Status section, select a date.

3 Type the partner and customer details.

 Note: You must enter a valid partner number and contract number to activate the Fleet Tracker.

4 Click **New LFT License**.

Understanding the Web page

To access the Web page, open a Web browser, and then type the Fleet Tracker IP address.
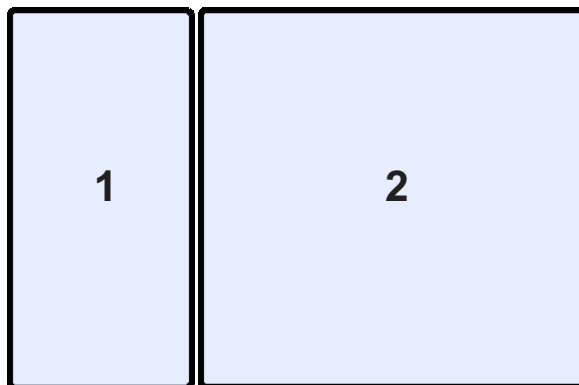
Use	To
Navigation pane	Access the Fleet Tracker menus.
Information pane	Access the home screen and specific tabs depending on the menu selected from the navigation pane.

Updating the settings to monitor devices

Creating search strings

Use search strings to discover and poll printers, and to define ranges of IP addresses to include or exclude in the search.

Sample IP address range formats

- `10.195.1.*` (wildcard for only the last octet)
- `10.195.*.*` (wildcards for only the last two octets)
- `10.195.4,5,8,12.*` (comma-separated subnet range with a wildcard for only the last octet)
- `10.195.10,14,16-25.*` (comma- and dash-separated subnet range with a wildcard for only the last octet)

Note: The dash and the comma can be used in any of the octets.

For better performance, use search strings with several subnetworks or subnetwork ranges. For example, if you want to exclude printers in the 50-75 range of subnetwork 5, then create the following search strings:

- `10.195.1.*` (to include in the search)
- `10.195.1.50-75` (to exclude from the search)

Adding a discovery string

Discovery lets the Fleet Tracker locate newly installed devices and use their IP addresses for monitoring.

Note: Discovery and poll settings apply only to servers.

1 From the navigation pane, in the Administration section, expand **LFT Status**.

2 From the LFT Status list, click **Discovery/Poll/Desktop Search**.

3 From the pDiscovery Search Strings section, in the Internet Search String column, click **Add New String**.

4 In the Host field, make sure that the value is the host name of the server where the Fleet Tracker is installed.

5 Type the description of the Internet Search String.

6 In the Search field, type the range of IP addresses to search.

　　Note: Each search string or IP address is tied to one host. The host name must match the name of the device in which the service agent (pDiscovery or pPoll) runs.

7 Select **Enable this network printer search string**.

　　Note: If you want to set the string as an exclusion, then select **Exclude these addresses from the search**.

8 Click **Apply Changes** > **Done**.

Editing a discovery string

1 From the navigation pane, in the Administration section, expand **LFT Status**.

2 From the LFT Status list, select **Discovery/Poll/Desktop Search**.

3 From the pDiscovery Search Strings section, in the Internet Search String column, select the string.

   Note: The initial discovery strings list is set up during the installation of the Fleet Tracker.

4 Edit the necessary details.

5 Click **Apply Changes** > **Done**.

Deleting a discovery string

1 From the navigation pane, in the Administration section, expand **LFT Status**.

2 From the LFT Status list, click **Discovery/Poll/Desktop Search**.

3 From the pDiscovery Search Strings section, in the Internet Search String column, select the string.

   Note: The initial discovery strings list is set up during the installation of the Fleet Tracker.

4 Click **REMOVE this Record** > **OK**.

Adding a polling string

Poll monitors the installed devices. By default, polling occurs every five minutes. If a poll of all devices takes longer than five minutes, then the next polling occurs on the next five-minute mark.

Note: You may need to install a new polling agent to monitor the current printer load effectively.

1 From the navigation pane, in the Administration section, expand **LFT Status**.

2 From the LFT Status list, click **Discovery/Poll/Desktop Search**.

3 From the "pPoll Print Server Masks" section, in the Print Server Poll Mask column, click **Add New String**.

4 In the Host field, type the server host name.

5 Type the description of the polling string.

6 In the Search field, type the range of IP addresses to search.

   Note: Each search string or IP address is associated with one host. The host name must match the name of the device in which the service agent (pDiscovery or pPoll) runs.

7 Select **Enable this network printer search string**.

   Note: If you want to set the string as an exclusion, then select **Exclude these addresses from the search**.

8 Click **Apply Changes** > **Done**.

Setting service run intervals

You can set up service run intervals for the following service agents:

- **patchRx**—A software patch service for automated Fleet Tracker updates.
- **pDesktop**—A service loaded on Microsoft desktop computers to collect user and printer details and send the data to the pDesktop server.
- **pDiscovery**—Locates devices and printers automatically, and then registers them in the database.

- **pPoll**—Polls the devices registered in the database by pDiscovery and pTrap regularly and updates device status and changes automatically.
- **pRollup**—Rolls up data from the Fleet Tracker to the MSP.

1 From the navigation pane, in the Administration section, expand **LFT Status**.

2 From the LFT Status list, select **Service Run Intervals**.

3 From the Service Run Intervals section, select the service that you want to set up.

4 In the Host field, type the host name of the device in which the service runs.

5 Type the description of the service, and then select the days of the week you want to schedule the service.

6 Specify the time of day when you want to start monitoring the device, and then specify how often you want the polling to occur.

7 Specify the time of day when you want to stop monitoring the device.

8 Click **Apply Changes** > **Done**.

Setting timeouts

Timeouts determine the maximum amount of time that the agent waits for the remote device to respond before the Fleet Tracker considers the device not responding. If there is high latency, then increase the timeout values so that the Fleet Tracker does not consider a device to be unresponsive.

1 From the navigation pane, in the Administration section, expand **LFT Status**.

2 From the LFT Status list, click **Timeouts**, and then select the service that you want to set up.

3 Enter the value for each timeout setting.

4 Enter the maximum number of workers.

This value refers to the maximum number of simultaneous threads that the Fleet Tracker uses to perform a discovery or polling task.

Notes:

- Adding more workers helps execute the discovery and polling tasks more efficiently, but may also increase the network traffic.
- If you want to set more than 32 workers, contact your network administrator to make sure that the extra SNMP traffic is allowed. You can add up to 256 number of workers.

5 Click **Apply Changes** > **Done**.

Setting e-mail parameters

The e-mail notifications for alerts are set in the e-mail printer parameters.

The following is the default e-mail command string:

```
blat - -log blat.log -to "$RECIPIENT" -subject "$SUBJECT" -server "$SMTPSERVER"
-f "$SMTPFROM" $SMTPPORT -body "$BODY"
```

The following macros are used to create an e-mail message:

- **$RECIPIENT**—This refers to the e-mail recipient.
- **$SUBJECT**—This refers to the summary alert description generated by the Fleet Tracker.
- **$SMTPSERVER**—This refers to the SMTP mail server address.
- **$SMTPFROM**—This refers to the server address of the e-mail sender.
- **$SMTPPORT**—This refers to the SMTP mail server port number.
- **$BODY**—This refers to the detailed alert description generated by the Fleet Tracker.

Note: Change these settings *only* when necessary. Changes to the default string may cause the e-mail function to not work.

1 From the navigation pane, locate the Administration list, and then if necessary, click ✚ to expand LFT Status.

2 From the LFT Status list, select **Email, Archive Retention, Year End**.

3 From the SMTP Email Parameters section, select the name of the SMTP server, and then type the SMTP server name and port number.

4 Click **Email Command String**.

   If the SMTP requires authentication, then add **-u "username" -pw "password"** before **-to** in the e-mail command string.

5 Click **Apply Changes** > **Done**.

Setting the year end date

1 From the navigation pane, locate the Administration list, and then if necessary, click ✚ to expand LFT Status.

2 From the LFT Status list, select **Email, Archive Retention, Year End**.

3 From the Year End Definition section, select the year end date.

4 Type the year end date, and then click **Apply Changes**.

Setting historical archive data retention

1 From the navigation pane, locate the Administration list, and then if necessary, click ✚ to expand LFT Status.

2 From the LFT Status list, select **Email, Archive Retention, Year End**.

3 From the Historical Archive Data Retention section, select the number of months you want the Fleet Tracker to retain an archived data.

   Note: The default number of months is 24.

4 Click **Apply Changes** > **Done**.

Customizing the Fleet Tracker

Grouping printers

Creating a printer group

Create printer groups for easy monitoring of printer usage and generating reports.

1 From the navigation pane, in the Printers section, expand **Printers - Status**.

2 From the "Printers - Status list," click **Add Group**.

3 From the Available Printers column, select the printers that you want to group, and then click ➤.

4 Type a unique printer group name.

5 Select **Monitor printers in this group**.

6 Click **Apply Changes** > **Done**.

Editing printer group fault parameters

Monitor printer messages received by printers, such as errors that are considered as high-priority alerts. Assign alert levels of printer errors to high, medium, or low.

1 From the navigation pane, locate the Printers list, and then if necessary, click ✚ to expand "Printers - Status."

2 From the "Printers - Status" list, select a printer group.

3 From the Print Servers section, select the group name, and then click the **Printer Fault Parameters** tab.

4 Customize the printer fault parameters.

5 Click **Apply Changes** > **Done**.

Editing a printer group

1 From the navigation pane, locate the Printers list, and then if necessary, click ✚ to expand "Printers - Status."

2 From the "Printers - Status" list, select a printer group.

3 From the Print Servers section, select the group name, and then do any of the following:
- To add printers to the group, select printers from the Available Printers list, and then click ➤.
- To remove printers from the group, select printers from the Grouped Printers list, and then click ◄.

4 Click **Apply Changes** > **Done**.

Deleting a printer group

1 From the navigation pane, locate the Printers list, and then if necessary, click ✚ to expand "Printers - Status."

2 From the "Printers - Status" list, select a printer group, and then click the printer group name link in parentheses.

3 Click **REMOVE this Printer Group** > **OK**.

Note: Only manually created groups and subgroups of automatically generated groups can be deleted. Automatically generated rollup groups cannot be deleted.

Setting parameters for a specific printer

All device settings are automatically set during the Fleet Tracker discovery process. The fault actions can be configured globally for all printers, or at a group level. Fault actions can also be defined for an individual printer, and will override the group or global settings.

Once set, the individual printer actions are retained. However, changes to group or global settings apply only to printers within the group.

1 From the navigation pane, locate the Printers list, and then if necessary, click ➕ to expand "Printers - Status."

2 From the "Printers - Status" list, select a printer or printer group.

3 From the Print Server column, select the server name.

4 When the printer information appears, click 🖼.

5 Customize the printer parameters as necessary.

6 Click **Apply Changes** > **Done**.

Grouping users

Adding a user group

1 From the navigation pane, locate the Desktop list, and then if necessary, click ➕ to expand Current User Printing Data.

2 From the Current User Printing Data list, click **Add Group**.

3 Select users from the Available Users list, and then click ➤➤.

Note: When selecting more than one user, press the Shift key + click, and then click ➤➤ to move them into the new user group.

4 Type the new user group name.

5 Click **Apply Changes** > **Done**.

Editing a user group

1 From the navigation pane, click **Current User Printing Data** in the Desktop list.

2 Select the user group that you want to edit.

3 Do one of the following:
- To add more users to the group, select users from the Available Users list, and then click ➤➤.
- To remove users from the group, select users from the Grouped Users list, and then click ◀◀.

4 Click **Apply Changes** > **Done**.

Deleting a user group

1 From the navigation pane, click **Current User Printing Data** in the Desktop list.

2 Select the user group that you want to delete.

3 From the User Group Admin page, click **REMOVE this User Group**.

4 Click **Apply Changes**.

Managing print server attributes

Editing print server attributes

1 From the navigation pane, locate the Printers list, and then if necessary, click ✚ to expand "Printers - Status."

2 From the "Printers - Status" list, select a printer or printer group.

3 From the Print Server column, select the server name, and then click **View Details**.

4 Select the value beside Printer Manufacturer.

5 From the Manufacturer menu, select the manufacturer of the print server.

6 In the Model field, type the model name of the print server.

Note: Make sure the manufacturer and model names match the values typed on the Printing Costs and Monthly Duty Cycles screens.

7 In the Page Count field, enter a value for the page count.

Note: Manual editing of page count must be done only in printers that do not support page counts. Changes made in the page count for printers that provide page counts are overridden during the next poll.

8 Click **Apply Changes** > **Done**.

Managing printing costs

Determining printer costs

All reports generated by the Fleet Tracker show printer costs. To evaluate the costs of printers and printer groups, it is necessary to set the cost of each printing device and its associated costs.

Printing costs are grouped into three categories:

- Overhead costs—These include the operational costs of the organization. These costs include network management and administration, floor space, electricity, scheduled maintenance, amortization, lease cost, and supply storage for the printer.
- Printing costs—These include the variable printing supply costs such as paper, ink, toner, and maintenance kits.
- Downtime costs—These include corporate printing costs that place a penalty on printer downtime, such as end-user productivity and service costs from the technical personnel.

When reviewing reports, the following costs are included in the printing costs data:

- User Printing data and User Printing reports—These include printing costs such as paper and supplies.
- Desktop Printer data and Desktop Printer reports—These include printing and overhead costs such as paper, supplies, storage, and electricity costs.
- Print Server reports—These include all three types of costs (printing, overhead, and downtime) such as paper, supplies, storage, electricity, servicing, and repairs.

Editing printing costs input parameters

1 From the navigation pane, locate the Administration list, and then if necessary, click ✚ to expand LFT Status.

2 From the LFT Status list, select **Printer Costs**.

3 From the Printer Cost Schedule section, select the printer manufacturer or model.

4 Enter the printing costs input parameters.

5 Click **Apply Changes** > **Done**.

Adding printing costs for a printer group

1 From the navigation pane, locate the Administration list, and then if necessary, click ✚ to expand LFT Status.

2 From the LFT Status list, click ✚ to expand Printer Costs, and then select the printer group you want to edit.

3 Click **New Entry**, or select the printer manufacturer you want to edit.

4 Enter the printing costs.

5 Click **Apply Changes** > **Done**.

Adding a monthly duty cycle

1 From the navigation pane, locate the Administration list, and then if necessary, click ✚ to expand LFT Status.

2 From the LFT Status list, select **Monthly Duty Cycles**, and then click **Add New Duty Cycle Definition**.

3 From the drop-down menu, select the manufacturer.

4 Type the model name, monthly duty cycle pages, and description.

5 Click **Apply Changes** > **Done**.

Editing manufacturer-rated energy consumption

1 From the navigation pane, locate the Administration list, and then if necessary, click ✚ to expand LFT Status.

2 From the LFT Status list, select **Monthly Duty Cycles**.

3 From the Printer Model column, select the printer you want to edit.

4 Enter values in the appropriate fields:

- **Active Power Consumption**—Enter the power consumption value when the printer is in active mode.
- **Idle Power Consumption**—Enter the power consumption value when the printer is in idle mode.

- **Standby Power Consumption**—Enter the power consumption value when the printer is in standby mode.

5 If applicable, select **Energy Star Compliant**.

6 Click **Apply Changes** > **Done**.

Setting up user access

The Fleet Tracker lets you grant multiple users access to the software and data. Multiple users may be given a user access to allow them to view reports and data. The user has no administrator privileges and cannot modify settings on the Web site. Users can also be restricted access to a defined printer group or groups.

Adding a user

1 From the navigation pane, select **LFT Status** in the Administration list.

2 From the pWeb Users section, click **Add New User**.

3 Type the user name, password, and password confirmation for the user.

4 If you want to assign administrator privileges for the new user, then select **Administrator**.

5 Click **Create User** > **Done**.

   Note: After creating a new user, you must specify printer groups that the user can access. For more information, see <u>"Setting viewable printer groups for users" on page 18</u>.

Setting viewable printer groups for users

1 From the navigation pane, select **LFT Status** in the Administration list.

2 From the pWeb Users section, locate a user, and then click **Printer Groups** in the same row as the user.

3 From the Available Printer Groups list, select the printer group or groups that the user is allowed to access, and then click **>>** to move them into the User's Printer Groups list.

   Note: When selecting more than one printer group, use **Shift** + **click** or **Ctrl** + **click**.

4 Click **Apply Changes** > **Done**.

Editing a user

1 From the navigation pane, select **LFT Status** in the Administration list.

2 From the pWeb Users section, select the user whose information you want to change.

   You would usually edit a user to change their password.

3 Click **Update User** > **Done**.

Deleting a user

1 From the navigation pane, select **LFT Status** in the Administration list.

2 From the pWeb Users section, select a user.

3 Click **REMOVE this User** > **OK**.

Configuring user viewing preferences

Customize the application to suit your company or individual user preferences for viewing the system. You can also set up different user preference settings for different users within your network.

1 From the navigation pane, select **LFT Status** in the Administration list.

2 From the pWeb Users section, locate a user, and then click **Preferences** in the same row as the user.

> **Note:** You may set up user preferences for individual users or make changes to the default user preferences.

3 Set the highlighting and display preferences for the user.

4 Click **Apply Changes** > **Done**.

Configuring bookmarks and favorites

1 From the top panel of the Fleet Tracker Web site, click .

2 Type a name and a description for the bookmarked page, and then click **Save Bookmark**.

3 From the navigation pane, select **User Bookmarks** in the Bookmarks list to access your bookmarked pages.

4 Do one of the following:

- To view a bookmark, click .
- To delete a bookmark, click .
- To view or edit a bookmark, click the bookmark name.

Enabling SSL

Enabling SSL for client rollup parameters

1 From the navigation pane, locate the Administration list, and then if necessary, click ✚ to expand LFT Status.

2 From the LFT Status list, click **Rollup Parameter - Client**.

3 Click one of the parameter value links to go to the edit screen.

4 Select the **SSL** check box to enable SSL for client rollup data.

5 Make sure the **Rollup client enabled** check box is selected, and then click **Apply Changes** > **Done**.

Enabling SSL for server rollup parameters

1 From the navigation pane, locate the Administration list, and then if necessary, click ✚ to expand LFT Status.

2 From the LFT Status list, click **Rollup Parameter - Server**.

3 Click one of the parameter value links to go to the edit screen.

4 In the Network SSL Port Number field, enter **443** to receive the rollup data over SSL.

5 Make sure the **Rollup client enabled** check box is selected, and then click **Apply Changes** > **Done**.

Monitoring devices

Using the Fleet Tracker, you can monitor your printers by viewing device information, current status, and historical reports.

Monitoring print servers

1 From the navigation pane, in the Printers section, click **Printers - Status**.

2 Do either of the following:

- For grouped print servers, select the group from the All Print Server Groups list.
- For ungrouped print servers, select the print server from the Ungrouped Printers list.

3 From the Print Servers column, click the print server name.

To perform administration tasks, click 📋.

Notes:

- To view the Web page of the print server, make sure that you have network access to the IP address.
- To search for print servers, use the search filters at the top of the page.
- To view all print servers, click **All Print Server Records** at the bottom of the All Print Server Groups list.
- To view specific printers in the group and their details, select the printer group name.
- A newly discovered print server is highlighted in green for three days.

Monitoring printer usage

1 From the navigation pane, in the Reports section, expand **Reports on Printing**.

2 Do either of the following:

- For usage information of desktop printers, click **Desktop Printers**.
- For usage information of print servers, click **Print Servers**.
- For usage information of users, click **User Printing**.

    Note: To see additional details, select a print job.

3 Click a column heading to sort the printers or print servers by category.

Adding a non-networked device manually

When the Fleet Tracker does not or cannot discover or poll a device, it may be necessary to manually add the device and its meters. The devices and meters is processed and included in the reports as discovered printers.

Adding a device manually

1 From the navigation pane, click **Printers - Status** in the Printers list.

2 From the Print Servers section, click **Add a new device definition manually**.

3 Type the device information, and then click **New Device** > **Done**.

Specifying meters manually

1 From the navigation pane, click **Printers - Status** in the Printers list.

2 From the Print Servers section, select the printer name that you manually added.

3 Enter the device meters and make sure the Meters Updated date is correct.

4 Click **Apply Changes** > **Done**.

Monitoring printer messages

The Fleet Tracker messages are monitored for each device, according to the setup entered on the Parameters tab.

From the Message Center, you can view the following:

- All open messages for currently monitored devices
- Messages for a specific printer
- All messages of a certain type

Most messages displayed in the Message Center are current, since they are received from the SNMP Trap. Messages received from pPoll are current, based on the Polling intervals set for that device.

Messages are divided into four categories: Alert, Warning, Informational, and Watch. Alert, Warning and Informational Messages are defined within the Fleet Tracker. A Watch message is a message whose status is currently being monitored by the Fleet Tracker.

Viewing messages for currently monitored devices

1 From the navigation pane, in the Administration list, click **Message Center**.

2 Do one of the following:

- To view details of a message, click a message ID number.

    Note: The message ID number is automatically generated and is used for troubleshooting purposes.

- To view messages from a specific printer, select a printer name under the Server column.

- To view messages by a specific type, do the following:
  a In the Administration list, expand **Message Center**.
  b Click ✚ to expand Messages, and then select the message type you want to view.

Forwarding printer error messages

1 From the navigation pane, click **Printers - Status** in the Printers list.

2 From the All Print Server Groups list, select the group that contains the printer or scroll down to the Ungrouped Printers list if it is ungrouped.

3 From the Print Servers section, click the IP address of the printer.

4 From the Print Server Status section, click 📋 > **Faults** tab.

5 From the Printer Fault column, locate the error that needs administrative attention, and then customize the settings.

6 From the Email column, type the e-mail address of the person who should receive the notification.

Note: To list multiple addresses, separate e-mail addresses with a comma.

7 Click **Apply Changes** > **Done**.

Generating reports, charts, and graphs

Accessing the Fleet Tracker dashboard

When you log in to the Fleet Tracker database, the Fleet Tracker dashboard panel appears. The dashboard shows an overview of your device status.

To access the dashboard, from the navigation pane, click **LFT Dashboard** in the Bookmarks list.

Viewing online reports

The Fleet Tracker provides two types of online reports:

- Current reports — Lets you view 30-day, 90-day, or year-to-date printing data. These reports are continuously updated.
- Historic reports — Lets you view 30-day, 90-day, year-to-date, daily, weekly, or monthly printing data. These reports are based on a fixed report date.

Note: Devices with an uptime of less than 90%, and average alert resolution times greater than one hour are shown in red.

Viewing current user printing data

1 From the navigation pane, click **Current User Printing Data** in the Desktop list.

2 Click a user name to view details of the printers a user has used.

3 To view all the jobs printed on all printers by a specific user, click **Jobs**.

Viewing grouped user reports

1 From the navigation pane, click **Current User Printing Data** in the Desktop list.

2 Select a user group name to view specific users in that group and their details.

3 Click the user name to view more printing details for that user group.

Viewing print server reports

1 From the navigation pane, locate the Reports list, and then if necessary, click ✚ to expand "Reports on Printing."

2 If necessary, click ✚ to expand Print Servers, and then select a report period.

3 Select a Period Ending date to view individual devices or groups.

4 Select a group name or click **All Printers** to view the printer report.

Viewing user printing reports

1 From the navigation pane, locate the Reports list, and then if necessary, click ✚ to expand "Reports on Printing."

2 If necessary, click ✚ to expand User Printing.

3 Select a report period, and then select a user name to view more details.

Viewing desktop printer reports

The printer reports for desktops contain different information from the networked printer report. This is because the Fleet Tracker collects data from the print queues, not from the parallel-connected printers directly.

1 From the navigation pane, locate the Reports list, and then if necessary, click ✚ to expand "Reports on Printing."

2 If necessary, click ✚ to expand Desktop Printers.

3 Select a report period, and then select a desktop name to view a list of printers on a specific desktop.

4 Select a printer to view individual printing costs.

Viewing reports for a specified date range

1 From the navigation pane, locate the Reports list, and then if necessary, click ✚ to expand "Reports on Printing."

2 If necessary, click ✚ to expand Print Servers, and then click **Date Range**.

3 Select the Report Start and Report End dates.

4 Select or clear **Include Calculations**.

Note: For large amounts of data, calculations for uptime/downtime and energy consumption may take a significant amount of time.

5 Click **Create Report**.

Generating charts

The Fleet Tracker lets you view printing data in charts and graphs.

Charts are available in the Reports list of the navigation pane. Information on 30-day, 90-day, and year-to-date printing can be viewed in a chart.

Generating print server charts

1 From the navigation pane, locate the Reports list, and then if necessary, click ✚ to expand "Reports on Printing."

2 If necessary, click ✚ to expand Print Servers, and then select a report period.

3 From the drop-down menu beside the Chart icon, select the information you want to view, and then click ▥.

> **Note:** Double-click a point in a chart or graph to view its details.

Generating user printing charts

1 If necessary, from the navigation pane, click ✚ to expand "Reports on Printing" in the Reports list.

2 If necessary, click ✚ to expand User Printing.

3 Select the report period you want to view.

4 From the drop-down menu beside the Chart icon, select the information you want to view.

5 Click ▥.

> **Note:** Double-click a point in a chart or graph to view its details.

Generating desktop printer charts

1 If necessary, from the navigation pane, click ✚ to expand "Reports on Printing" in the Reports list.

2 If necessary, click ✚ to expand Desktop Printers.

3 Select the report period you want to view.

4 From the drop-down menu beside the Chart icon, select the information you want to view.

5 Click ▥.

> **Note:** Double-click a point in a chart or graph to view its details.

Generating graphs

The Fleet Tracker lets you graph information on your printing over time. You may view your data from daily, weekly, or monthly reports in a graph.

Note: The dotted line on the graph is a 14-point moving average.

Generating print server graphs

1 If necessary, from the navigation pane, click ✚ to expand "Reports on Printing" in the Reports list.

2 If necessary, click ✚ to expand Print Servers.

3 Select the report period you want to view.

4 From the drop-down menu beside the Chart icon, select the information you want to view.

5 Click ▨.

> **Note:** Double-click a point in a chart or graph to view its details.

Generating user printing graphs

1 If necessary, from the navigation pane, click ✚ to expand "Reports on Printing" in the Reports list.

2 If necessary, click ✚ to expand User Printing.

3 Select the report period you want to view.

4 From the drop-down menu beside the Graph icon, select the information you want to view.

5 Click ☑.

Note: Double-click a point in a chart or graph to view its details.

Generating desktop printer graphs

1 If necessary, from the navigation pane, click ✚ to expand "Reports on Printing" in the Reports list.

2 If necessary, click ✚ to expand Desktop Printers.

3 Select the report period you want to view.

4 From the drop-down menu beside the Graph icon, select the information you want to view.

5 Click ☑.

Note: Double-click a point in a chart or graph to view its details.

Generating printing data graph for a specific printer

1 If necessary, from the navigation pane, click ✚ to expand "Reports on Printing" in the Reports list.

2 If necessary, click ✚ to expand Print Servers.

3 Select the report period you want to view (Daily, Weekly, Monthly).

4 Select a Period Ending date, and then select the printer name to view more details.

5 From the drop-down menu beside the Graph icon, select the information you want to view.

6 Click ☑.

Note: Double-click a point in a chart or graph to view its details.

E-mailing reports, charts, and graphs

1 From the navigation pane, click **Reports on Printing** in the Reports list.

2 Select the report you want to view, and then click 🖼.

3 Customize the report settings, and then click **Save Report Email Definition**.

4 To access your e-mailed reports, click **Emailed Reports** in the Bookmarks list.

5 Do one of the following:
- To view the latest report, click 👓.
- To delete a record, click ❌ .

- To e-mail the report, click .

Managing data

The Fleet Tracker provides a facility for exporting data in comma-delimited format (CSV, XML, or HTML) for use in other reporting and graphing applications. This is the common method of data delivery for integration into other software products.

Scheduling e-mails from extracted data

1 From the navigation pane, click **Reports on Printing** in the Reports list, and then if necessary, click ➕ to expand **Reports on Printing** > **Print Servers**.

2 From the Reports Available section, select a report period.

3 Select the group for which you want to schedule data extractions, or click **All Print Server Records**.

4 Click 📧.

5 Type the report information, and then click **Save Report Email Definition**.

> **Notes:**
>
> - All meters are included in all exported reports.
> - File downloads are stored on the computer where the application is installed.

Viewing or deleting scheduled downloads

1 From the navigation pane, click **Emailed Reports** in the Bookmarks list.

2 Do one of the following:

- To view the most recent downloaded report, click 👓 beside the report.
- To remove the report definition, click ❌ beside the report.

Editing scheduled downloads

1 From the navigation pane, click **Emailed Reports** in the Bookmarks list.

2 From the Report column, select the name of the report you want to edit.

3 Select the settings you want, and then click **Update Report Email Definition**.

Generating reports with specific dates

1 From the navigation pane, locate the Reports list, and then if necessary, click ➕ to expand "Reports on Printing."

2 Expand **Print Servers**, and then click **Date Range**.

3 Select the start and end dates.

4 Select whether or not to include the calculations option.

For large amounts of data, calculations for uptime/downtime and energy consumption may take a significant amount of time.

5 Click **Create Report**.

6 Do one of the following:

- From the Print Server Date Range Report section, select a group.
- Click **All Printers**.

7 Click .

8 From the Email Reports Definition window, customize the settings.

Notes:

- When choosing to save a file, make sure to include the file format in the filename.
- The file is saved on the computer where the application is installed.

9 Click **Deliver Now**.

Managing assets

The Fleet Tracker tracks printer inventory, service/supply vendors, and printing supplies. You can have up to three asset tag identifiers for each printer.

Managing inventory

Showing printer inventory

1 From the navigation pane, click **Printer Inventory** in the Asset Management list.

2 From the "All Inventory Groups" section, select a group to view its inventory records.

Editing printer inventory

1 From the navigation pane, click **Printer Inventory** in the Asset Management list.

2 Select an inventory group from the "All Inventory Groups" section or scroll down to the "All Inventory Records for Ungrouped Printers" section.

3 From the "Asset/Tag 1" column, select a printer, and then make the necessary changes.

4 Click **Apply Changes** > **Done**.

Warning—Potential Damage: Clicking **REMOVE this Record** permanently deletes the inventory record.

Entering a printer serial number manually

When the discovery agent is unable to automatically retrieve a printer serial number, the field will instead be filled with the printer MAC address. In these cases, you can manually change the serial number value to one that is more meaningful for the actual device.

1 From the navigation pane, click **Printer - Status** in the Printers list.

2 Select the server group to which the printer you want to change belongs, and then locate the printer in the list.

3 From the "Serial Number" column, click the link of the serial number you want to change.

Note: A value in the "Serial Number" column will appear as a link only if the discovery agent was unable to automatically retrieve the printer serial number and filled the field instead with the printer MAC address.

4 In the Serial Number field, enter the serial number you want to use in place of the printer MAC address.

5 Click **Apply Changes** > **Done**.

Adding an alternate printer serial number

If the serial number that is automatically obtained from a printer is not what you want to appear in reports, then you may want to add an alternate serial number for the printer. The alternate serial number will appear as the serial number for that printer in reports, but it will not overwrite the serial number that was automatically obtained from the device.

1 From the navigation pane, click **Printer Inventory** in the Asset Management list.

2 From the "Asset/Tag 1" column, select the printer you want to change.

3 If necessary, click 📋, and then click the **Inventory** tab at the top of the page.

4 In the Alternate SN field, enter the serial number you want to be used for this printer in reports.

5 Click **Apply Changes** > **Done**.

Retiring a printer manually

The application lets you track printers from purchase or lease up until retirement.

If a printer has been unavailable for a defined period of time, then the application automatically sets the printer as *retired* and does not include it when generating reports or performing maintenance activities. Later, if the printer is rediscovered, the application reactivates the retired printer automatically.

1 From the navigation pane, click **Printers - Status** in the Printers list.

2 From the All Print Server Groups list, select the group that contains the printer or scroll down to the Ungrouped Printers list if it is ungrouped.

3 From the Print Servers section, select the printer.

4 From the Print Server Status section, click 📋 > **Retire** tab.

5 Select **Retire this printer**.

Warning—Potential Damage: Selecting Permanently remove this printer is irreversible and therefore not recommended.

6 Click **Apply Changes** > **Done**.

Notes:

- Retiring a printer keeps all printing and device history for a possible reactivation at a later date.
- Removing a printer permanently deletes its printing history. This affects all historical printing volumes and cost calculations.

Viewing inventory by manufacturer

The application provides printer information and statistics by device manufacturer.

1 From the navigation pane, locate the Asset Management list, and then if necessary, click ➕ to expand Printer Inventory.

2 Click **Manufacturer and Model**.

3 To view the manufacturer and model inventory of all printers, click **All Inventory Records**.

Understanding cost centers

Cost centers are generally used for billing or charging of printer costs to particular departments or groups. In the Fleet Tracker, groups need to be set up *before* cost centers. The application automatically creates cost centers using the group names and defaults. If these cost centers are correct and complete, then there is no need to create or change a cost center setup.

Notes:

- Set up groups before setting up cost centers. The groups are used as the default for the cost centers.
- A cost center can contain different printers.
- A printer can only be in one group, but may be used my multiple cost centers.

Creating or editing a cost center

1 From the navigation pane, click **Cost Centers** in the Asset Management list.

2 Do one of the following:
- Click **New cost center**.
- Select the cost center you want to edit.

3 Type the details for the cost center, and then click **Apply Changes** > **Cost Center Printers** tab.

4 From the Available Printers column, select the printers you want to include, and then click **>>** to move them into the cost center.

 Notes:
 - To remove printers from the cost center, from the Cost Center Printers column, select the printers that you want, and then click **<<**.
 - When selecting more than one printer, use **Shift** + click or **Ctrl** + click.

5 Click **Apply Changes** > **Done**.

Setting up a printer with multiple cost centers

If a printer belongs to multiple cost centers, then you can assign percentages for each of the assigned cost center.

1 From the navigation pane, click **Cost Centers** in the Asset Management list.

2 Select the cost center to which the printer currently belongs.

3 From the Print Server column, select the printer.

4 Click 📋 > **Financials** tab.

5 From the Cost Centers section, select up to three additional cost centers.

6 For each cost center, assign a percentage value to represent its share of the printing costs.

 Note: The percentages of the cost centers must add up to 100%.

7 Click **Apply Changes** > **Done**.

 Note: A printer can be assigned a maximum of four cost centers.

Viewing the cost center of a printer

1 From the navigation pane, click **Cost Centers** in the Asset Management list.

2 Select a cost center.

A list of all printers belonging to that cost center appears.

3 From the Print Server column, select a printer.

The primary cost center of a printer is indicated under the Primary Cost Center column.

If the printer belongs to multiple cost centers, then the succeeding columns are populated, with their corresponding percentage values.

Deleting a cost center

Note: If a cost center is created from a printer group, then the cost center cannot be deleted.

1 From the navigation pane, click **Cost Centers** in the Asset Management list.

2 From the "All Cost Centers" section, select a cost center.

3 From the selected cost center section, click the name of the cost center.

4 Click **REMOVE this Cost Center** > **OK**.

Entering the financial acquisition details of a printer

1 From the navigation pane, click **Printer Inventory** in the Asset Management list.

2 From the Group column, select the inventory group name.

Note: If you are not sure which inventory group the printer belongs to, then click **All Inventory Records**.

3 Select a printer, and then click the **Financials** tab.

4 Enter the financial details.

5 Click **Apply Changes** > **Done**.

Viewing the asset financial details

1 From the navigation pane, locate the Asset Management list, and then if necessary, click ✚ to expand Printer Inventory.

2 Click **Inventory Financials**, and then select a financial record.

Managing supplies

Viewing a supply record

You can view supplies according the following:

- **Print Server**—This option shows the supplies for each individual printer.
- **Printer Type**—This option shows the supplies for each type of printer.
- **Printers by Supplies**—This option shows which printers are using a particular supply type and lists all consumable parts, including those that are not yet consumed.
- **Consuming Printers by Supplies**—This option shows which printers are using a particular supply type and lists all consumable parts that have been consumed at least once.
- **Vendors**—This option shows all vendors.

1 From the navigation pane, click **Printer Supplies** in the Asset Management list.

2 From the Part Number column, select a supply item.

3 From the Supplies Records section, select a link to view specific details.

Creating a supply record

1 From the navigation pane, click **Printer Supplies** in the Asset Management list.

2 From the Part Number column, click **New supplies record**.

3 Type the necessary information, and then click **New Supply Item** > **Done**.

Editing or deleting a supply record

1 From the navigation pane, click **Printer Supplies** in the Asset Management list.

2 Select a supply record, and then click the name of the supply record.

3 Do one of the following:

- Edit the details, and then click **Apply Changes** > **Done**.
- To delete the supply record, click **REMOVE this Record** > **OK**.

Creating a supplies package

Supplies purchased as a package can be entered as a supplies package.

Note: The individual items must be entered or defined first, before defining a package of items.

1 From the navigation pane, click **Printer Supplies** in the Asset Management list.

2 From the Part Number column, click **New supplies record**.

3 Type the package details.

4 From the Supplies Type menu, select **Supplies Package**, and then click **New supply item** > **Package Details** tab.

5 Specify the items purchased in the package.

Notes:

- The item quantities are zero because the individual items in the package have been dispersed. Once a package has been defined, you may enter the next purchase from this supplies package panel by highlighting the package.
- The Package supply item type is designed to be used when a manufacturer provides a bundled package of supply items that are also available for purchase individually.

6 Click **Package Definition Complete** > **OK**.

Adjusting supplies

If your actual inventory does not match the inventory in the application, then do the following:

1 From the navigation pane, click **Printer Supplies** in the Asset Management list.

2 Select the supply record that did not match the actual inventory, and then click the **Supplies Adjustment** tab.

3 In the Notes field, type the details for adjusting the supply record.

4 In the "Actual Items on Hand" field, type the actual inventory number of the supply record.

5 Click **New Item Adjustment** > **Update Item Adjustment**.

Maintaining printers

The Fleet Tracker can be set up to manage printer services and maintenance. Before setting up Printer Maintenance, first set up Vendors, Technicians, and Supplies.

Viewing maintenance records

1 From the navigation pane, locate the Asset Management list, and then if necessary, click ✚ to expand Printer Maintenance.

2 Do one of the following:

- To view any scheduled future maintenance, click **Future Maint./Followup**.
- To view existing maintenance records, click **Maint./Followup Records**.

Creating a maintenance record

1 Select the printer for which you want to create a maintenance record.

2 Click 🖾 > **New maintenance record** > **Maintenance** tab.

3 Enter the details in the appropriate fields.

Note: When clicking a field name with a link, a pop-up list appears.

4 Click **Apply Changes** > **Done**.

Scheduling a future maintenance activity

For an existing maintenance record, you may set up a scheduled maintenance activity at a later date.

1 From the navigation pane, locate the Asset Management list, and then if necessary, click ✚ to expand Printer Maintenance.

2 Click **Maint./Followup Records**.

3 From the Printer column, select the name of the printer, and then select a maintenance ID number.

4 From the "Follow Up" and "Scheduled Maintenance" sections, enter the necessary details.

5 Click **Apply Changes** > **Done**.

Managing printer servicing

Managing company profiles

Creating a company profile

1 From the navigation pane, locate the Service Center list, and then if necessary, click ✚ to expand Service Center.

2 Click **Company Profiles** > **New Company Profile**.

3 Enter information in the appropriate fields.

Note: To set a default service provider, select a vendor from the Service Provider menu.

4 Click **Apply Changes**.

5 To add a new site location, click **New Site Location**, and then enter the necessary details.

Note: To set the new location as the default location, select **Primary Location**.

6 Click **Apply Changes** > **Done**.

Removing a company profile

1 From the navigation pane, locate the Service Center list, and then if necessary, click ✚ to expand Service Center.

2 Click **Company Profiles**.

3 From the Company Name column, select a company.

4 Click **REMOVE this Company Profile** > **OK**.

Managing vendors

The Fleet Tracker has two types of vendors:

- Services Vendors that provide a service (e.g. cleaning, repairing, etc.)
- Supplies Vendors that provide printer supplies

Creating a vendor record

1 From the navigation pane, locate the Service Center list, and then if necessary, click ✚ to expand Service Center.

2 If necessary, click ✚ to expand Vendors, and then select a vendor type.

3 Click **New vendor record**, and then enter the necessary details.

Notes:

- Each service technician must have his own record linked to a service vendor.

- When calculating printing costs, the hourly rate on the service vendor's record is applied to any maintenance time recorded and included in overhead costs.

4 To add another service technician record, click **New technician record**.

   a Enter the necessary details.

   b Click **Apply Changes** > **Done**.

   Note: To delete a technician record, click **REMOVE this Technician** > **OK**.

5 To add another site location for the vendor, click **New vendor site location record**.

   a In the Site Location field, type the new location.

   b Enter all other necessary details, including new technician records for the new location.

   c Click **Apply Changes** > **Done**.

   Note: To delete a site location, click **REMOVE this Vendor** > **OK**.

6 Click **Apply Changes** > **Done**.

Note: To delete a vendor, click **REMOVE this vendor** > **OK**.

Linking a vendor to a printer

1 From the navigation pane, click **Printers - Status** in the Printers list.

2 From the All Print Server Groups list, select the group that contains the printer or scroll down to the Ungrouped Printers list if it is ungrouped.

3 From the Print Servers section, select the printer.

4 From the Print Server Status section, click , and then select a maintenance record.

   Note: If there are no maintenance records yet, then click **New maintenance record**.

5 Click **Service Vendor**, and then select a vendor.

6 Click **Supplies Vendor**, and then select a vendor.

7 Click **Apply Changes** > **Done**.

Managing service tickets

The Fleet Tracker lets you schedule and keep a record of all services done on a printer. Each service ticket is assigned to a specific company and a technician. The status of a ticket can also be tracked.

Viewing a service ticket

1 From the navigation pane, locate the Service Center list, and then if necessary, click ✚ to expand Service Center.

   Note: Clicking Service Center shows graphical representations of the tickets.

2 If necessary, click ✚ to expand Service Tickets, and then select a view.

Select	To view
Service Due	All open tickets by due date.
	Beside the Due menu, select a due date to further simplify the view.
Service Scheduled	All open tickets by scheduled date.
	Beside the Scheduled menu, select a scheduled date to further simplify the view.
Tickets by Vendor	All open tickets by vendors.
Tickets by Device	All tickets by device.
Vendor Ticket History	All tickets by vendor.
	Beside the Vendor Name menu, select a time frame to further simplify the view.
Technician Ticket History	All tickets by technician name.
	Beside the Technician menu, select a time frame to further simplify the view.
Customer Ticket History	All tickets by customer name.
	Beside the Customer Name menu, select a time frame to further simplify the view.

Note: From the view section, click a column heading to sort the tickets by column name.

Creating a service ticket

1 From the navigation pane, click **Printers - Status** in the Printers list.

2 From the All Print Server Groups list, select the group that contains the printer or scroll down to the Ungrouped Printers list if it is ungrouped.

3 From the Print Servers section, select the printer.

4 From the Print Server Status pane, click ![icon].

5 Enter the required information, including problem and details, priority, scheduled and due dates, and other notes.

6 From the Email section, select the status of the ticket and the e-mail recipients.

7 Click **Apply Changes** > **Assign Ticket** tab.

Note: The vendor is automatically set to the default vendor for the company where the printer is grouped. To change the vendor, select a vendor from the Vendor menu.

8 Select a technician, and then click **New Assign**.

9 Click the **Ticket Definition** tab to make sure all information are correct.

10 Click **Apply Changes** > **Done**.

Updating a service ticket

1 From the navigation pane, click **Service Tickets** in the Service Center list, and then select a ticket.

If you cannot find the ticket, then do the following:

a Navigate to the printer to which the ticket is assigned.

b From the Print Server Status section, click ![icon].

    c From the Serial Number column, select the ticket that you want to update.

    d From the Ticket ID column, select the ticket ID number that you want to update.

2 Click the **Update Ticket** tab.

3 Enter the information required, including parts purchased, the cost of the parts, the length of time the service took, and other notes.

4 From the Status menu, select a status:

- **New**—This option applies if the service for a ticket has not yet started.
- **In Progress/Down**—This option applies if the service for a ticket is not yet complete and the printer cannot be used.
- **In Progress/Up**—This option applies if the service for a ticket is not yet complete but the printer can be used.
- **Closed**—This option applies if the service for a ticket is complete.

5 Click **New Update** > **Done**.

6 Click the **Ticket Definition** tab to make sure all updated information are correct.

7 Continue updating the ticket until the service is done and the ticket is tagged Closed.

Creating a ticket problem type

Service tickets are categorized into problem types. If a ticket does not belong to any existing problem type category, then create a ticket problem type.

1 From the navigation pane, locate the Service Center list, and then if necessary, click ✚ to expand Service Center.

2 Click **Ticket Problem Types** > **New Ticket Problem Type**.

3 Add a problem name and notes, and then select the priority of the ticket problem.

4 If you want the problem type to appear in the drop-down menu when someone creates a new ticket, then select **Enable**.

5 Click **Apply Changes** > **Done**.

Performing other administrative tasks

Viewing the status of the Fleet Tracker Agents

From the navigation pane, click **LFT Status** in the Administration list.

From this section	This column	Lists
Agents' Status	Host	The host name, based on installation location
	Application	The Fleet Tracker agent name, based on installed Fleet Tracker applications
	Version	The version number of the application
	Status	The status of the application
	Next Update	The time of next update (in hh:mm:ss), based on Service Run Intervals setup
	Logfile	The log file location for each agent
	Size	The file size of the log file
	Last Update	The date and time of the latest software update
License Status	Activation Date	The date when the license was activated
	Term (months)	The duration of the license
	Maximum Number of Printers	The maximum number of printers the license can accommodate
	Company Code	The company code for your company. This is given initially just before installing the Fleet Tracker
	Software Provider	The name of your software provider
	Installer	The name of the person who installed the Fleet Tracker
	Status	The current status of the license
pWeb Users	User	The names of the users who can access the Fleet Tracker
	Scope	The privileges of the user
	Language	The default language for the user
	Host	The host name for the user
	Last Login	The date and time when the user last logged in
	Preferences	The settings of the user profile that can be customized
Database	Version	The name and version of the database that runs the Fleet Tracker

Using the application service control

When updating or patching a service, you need to stop an application service.

1 From the navigation pane, click **LFT Status** in the Administration list.

2 From the Application column, select an application, and then click **Stop Service**.

Notes:

- This can take a few minutes. Do not perform other browser tasks during this time.
- The browser returns to the status screen when the action is completed.

Viewing a log file

When troubleshooting, see a server log file to view the history of an application.

1 From the navigation pane, click **LFT Status** in the Administration list.

2 From the Logfile column, select a log file.

The log file opens in a new window.

Enabling automatic updates

1 From the navigation pane, locate the Administration list, and then if necessary, click ➕ to expand LFT Status.

2 Click **Software Updates**.

3 From the Automated Software Updates Parameters section, make that Automated Updates is set to Enabled.

If it is not, then do the following:

a From the LFT Updates Servername field, click the server name.

b Select **Automated updates enabled**.

c Make sure that the entries in the server name and port number fields are correct.

Note: Port 80 is recommended.

d Click **Apply Changes** > **Done**.

Scheduling database backups

1 From the navigation pane, locate the Administration list, and then if necessary, click ➕ to expand LFT Status.

2 Click **Backups**, and then select any of the links to view or edit the backup settings.

3 Click **Apply Changes** > **Done**.

Frequently asked questions

What network ports should be open for important agents to communicate with the LFT 2?

- **Port 80**—Use this port to access the LFT 2 Web page.
- **Port 2090**—Use this port when accepting rollup data from pRollup.
- **Port 443**—Use this port when accepting rollup data over SSL.
- **Ports 2722 and 2733**—Use these ports when accepting data from Lexmark Local Tracker (LLT). Also open these ports on desktops running LLT so that automatic updates from the LFT 2 can be enabled.
- **Port 2070**—Use this port when using Lexmark Services Monitor (LSM).

How do I change my password?

1 From the LFT 2 login page, type your user name and password, and then select **Change**.

2 Click **Login**.

3 Type and confirm your new password, and then click **Change Password**.

4 Click **Done**.

Troubleshooting

Cannot access the application Web page

Make sure that the Fleet Tracker services are running

1 From the Windows Run dialog box, type **services.msc**.

2 From the Services window, start or restart the following services:
   - LexmarkFleetTracker
   - Printer Web Service (pWeb)

Cannot discover a network device

Make sure that the IP address range in the search string is correct

For more information, see .

If the devices do not appear correctly, then make sure to enter only one string in the given form

Set up the search strings to exclude devices from the discovery and polling routines

If unexpected devices are discovered, then the devices may be providing IP services and reporting themselves as printers. Common examples include Linux computers and UNIX servers.

Fleet Tracker agent is not running

Start the service

1 From the navigation pane, in the Administration section, click **LFT Status**.

2 From the Application column, in the LFT Agents' Status section, select the application that is in "Disconnected" status.

3 Click **Start Service**.

No page count information

Try one or more of the following:

Make sure that your printer has the latest firmware version

For more information, see the printer *User's Guide*.

Contact your solution provider

If you still cannot resolve the problem, then contact your solution provider.

Notices

Edition notice

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Glossary

% Duty	Pages printed as a percentage of the Manufacturer's specified monthly duty cycle.
Alert	A message that notifies the operator of an abnormal condition on a device. An alert may also refer to the severity of the fault or alert (see critical alert).
Alert Management	Detection, diagnosis, and resolutions of network failures on a remote basis.
Asset	Physical entity comprising part of the computer network.
Average Resolution	Average amount of time taken to resolve an alert.
Critical Alert	An alert of critical importance to business operations. Referred to as Alert in the Fleet Tracker. Examples include: Printer jammed; Out of paper; Out of toner- the printer is not functioning.
Desktop	The computer that runs pDesktop (the Fleet Tracker agent) to collect printing statistics from that PC for the Fleet Tracker.
	As a report heading, this is the cmputer name responsible for queuing print jobs.
Desktop Printer	Locally attached for individual use. However, a desktop printer may be shared out with other users. A desktop printer may be a parallel-attached, serial-attached, USB-attached, or a networked printer.
Device	Any network-attached equipment for output, such as printers, multifunction printers, faxes, plotters, storage devices, modems, and CD readers/writers.
Downtime Cost	Corporate printing costs that place a penalty on printer downtime. These include an end-user productivity penalty and requiring additional service from technical personnel. Downtime cost is attributed only to printers, and not to individual users.
Enterprise Management Software (EMS)	Software which manages the computer operations in a corporation, e.g. Tivoli, HP Openview, BMC Patrol, CA Unicenter.
Errors / Job Errors	Number of errors.
Fault	An Alert. Indicates that a problem is detected, which reduces the operational efficiency of the network.
Groups	A defined group of printers or users, as selected by the administrator.
IP Address	Network IP address.
IT governance	Framework for decision-making authority and accountability to encourage desirable behaviors in the use of IT. IT governance provides a framework in which the decisions made about IT issues are aligned with the overall business strategy and culture of the enterprise.
Jobs	Number of jobs printed.
Machine	Actual computer that submitted the print job.
Message Center	Area of the Fleet Tracker for displaying and managing alerts from printers and print servers.
Message Watch Interval	Amount of time (seconds) to hold the alert before any action is taken.

Monthly Duty Cycle	Recommended maximum number of pages (images) that can be printed in a month on a specific printer. Statistic is provided by the printer manufacturer.
Multifunction Printers (MFP)	Devices that provide multiple output options, such as faxing, printing, photocopying, and scanning.
Network Management Software	Applications designed to isolate and resolve faults on the network, measure and optimize performance, manage the network topology, track resource utilization over time, initially provision and reconfigure elements, and account for network elements.
Network Printer	IP-connected printer with an internal print server. The Fleet Tracker displays information from the printer engine. This information is different than that displayed by the print server.
Not Ready	Error relating to printer that is not ready.
NT Print Server	NT computers that act as print servers. The Fleet Tracker displays information from the NT print server.
Overhead Cost	Printer costs sustained by the corporation whether or not the printer is being used. These costs include network management and administration, scheduled maintenance, infrastructure (floor space for printer and supply storage), electricity, asset amortization, or lease cost. Overhead cost is attributed only to printers, and not to individual users.
Parallel-attached Printer	Directly connected to a desktop computer by an IEEE parallel cable.
patchRx	Software patch service for automated Fleet Tracker updates.
pDesktop	Service loaded on Microsoft desktop computers to collect user and printer data from that computer and send data to pDesktopServer.
pDesktopServer	The Fleet Tracker agent that receives user and printer statistics from remote pDesktop agents and loads data into database.
PDiscovery	The Fleet Tracker agent that automatically locates devices and printers and registers them in the database.
Peripherals	Network attachment such as printers, faxes, plotters, storage devices, modems, CD readers/writers, hubs, bridges, and routers.
pHistory	The Fleet Tracker agent that obtains statistics of device usage and alerts. Generates online reports for viewing via pWeb.
pNTPrinters	The Fleet Tracker agent that collects device information from NT Print Servers and updates the database.
pPoll	The Fleet Tracker agent that polls the devices registered in the database by pDiscovery and pTrap on a regular basis and automatically updates device status and changes.
Print Server	The interface between the network and the print engine. A Print Server may be an external device or embedded in the printer. The Fleet Tracker displays information from the print server.
Printing Cost	Variable printing costs that include paper, ink, toner, and maintenance kits. In outsourcing contracts, this may be the per page cost in the contract.
pRollup	The Fleet Tracker service responsible for rolling up data from Lexmark Fleet Tracker to Lexmark Fleet Tracker MSP.

pTrap	The Fleet Tracker agent which automatically receives SNMP traps for inclusion into the database and registers new print servers into the database.
pWeb	Web browser interface for the Fleet Tracker system.
Root Cause Analysis	Determining the underlying cause of a number of related alerts.
Serial-attached Printer	Directly connected to a desktop computer by an IEEE serial cable.
Standby time	Amount of time that the printer is in Standby mode.
Total Cost	Total cost of printing which is the sum of Printing Cost, Overhead Cost, and Downtime Cost. (For User Printing, printing cost is the total cost.)
Trouble Ticket	A notice issued to track an alert or fault on the network until the problem is fixed.
Uptime	Amount of time that the printer is online and available (standby time is included).
USB-attached Printer	Directly connected to a desktop computer by an IEEE USB cable.
User Printer	Same as desktop printer. A printer locally defined for individual use. It may be a parallel-attached, serial-attached, USB-attached, or networked printer.
Warning	An alert of minimal severity to business operations. Examples include: paper low or low toner. The printer is still functional.

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