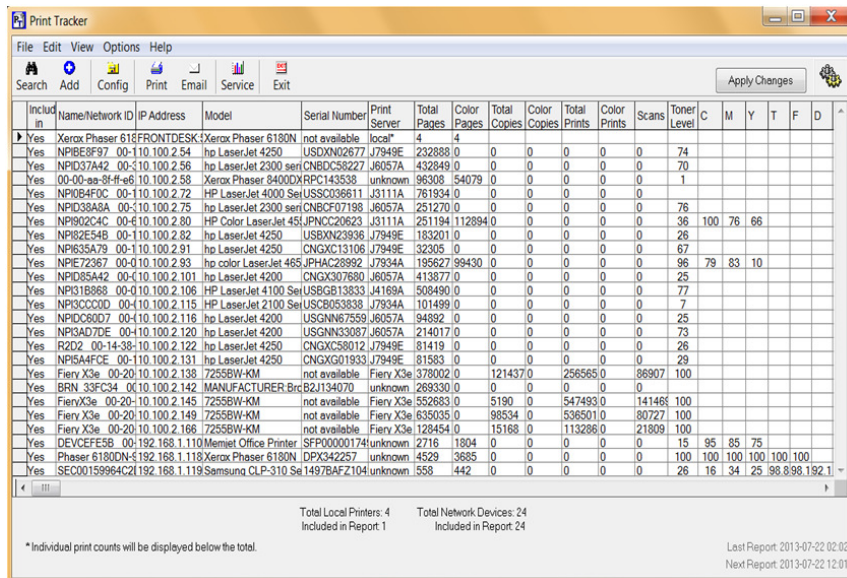# What is Print Tracker?

Print Tracker is a non-invasive software solution for gathering meter reads from copiers, MFPs and printers. In general, installation requires little or no onsite IT involvement. Meter data is passed securely through firewalls using HTTPS protocols, similar to how web browsers communicate with a banking websites. Print Tracker is proxy-compatible and does not create security vulnerabilities. The software is used around the world in banks, hospitals, schools – any place with high security needs.

Print Tracker has a very small impact on network performance, running as a service that is usually asleep and waking up as needed throughout the day to perform required tasks.

Print Tracker pulls the device description, IP address, serial number, location, page counts, and toner levels. It can be setup to send toner and service alerts as well. Printing devices that are compliant with the standard Printer MIB are discoverable, including Canon, HP, Konica Minolta, Kyocera, Lanier, Lexmark, Ricoh, Sharp, Panasonic, and Xerox. For a list of devices and models Print Tracker discovers click:
http://printtracker.net/Discoverable_Devices.pdf.

Making your job easier!

Why use Print Tracker?

✓ Print Tracker automatically gathers the meters and emails them as an Excel spreadsheet attachment when scheduled.

✓ Print Tracker's installation program is under 4 MB in size. The software can be run from a USB drive, rather than installing it, if desired.

✓ Print Tracker has a very small impact on network performance. It runs as a service that is usually asleep and wakes up a few times during the day to perform required tasks.

✓ Device discovery is quick. A typical segment can be searched in just a couple of minutes.

✓ Print Tracker does not rely on the email system of the end-customer to send meter data. It posts the data securely to a web server, from which the data is downloaded and sent via Print Tracker email.

✓ Print Tracker can monitor **locally-connected** printers as well as **network** devices, including copiers and MFPs.

✓ You'll hardly know it's there, and if you do have a question, Print Tracker is unsurpassed in providing quality, timely support.

www.PrintTracker.net
Sales / **Service** / **Support**
208-629-3342 / **866-629-3342**

Print Tracker™ is easy to install and use—
Automated meter gathering!

How does Print Tracker work?

Print Tracker first discovers any locally attached devices (printer, fax or scan ports) that are managed by the Windows Spooler service. Devices are queried to determine whether or not they are printing devices. Print Tracker continues by sending out a broadcast to the local network requesting that devices respond. A list of nearby network segments is retrieved and is displayed for the user to designate which segments Print Tracker is to scan when searching for network devices. Devices responding to Simple Network Management Protocol (SNMP) will be discovered. These same segments can be periodically and automatically searched to determine if new devices have been installed on the customer's network.

> **Print Tracker saves time, money, and hassles**
> **as it gathers the meters for you!**

If a device is not automatically discovered during the network scan, it can be added manually by clicking on the "Add" button and entering either the Network Name or the IP address of the device. Alternatively, an entire subnet can be searched.

When devices that respond to SNMP requests are discovered, the gathered data is stored in a local database table. When it is time to send the data in a report, the data is sent to the web server using the HTTPS protocol, similar to how browsers communicate with banking websites. All of the data is encrypted before it is sent. HTTPS is a secure protocol.

Uploaded meter data is then pulled down from the web server in a separate process, put into an Excel spreadsheet, and emailed out to the email addresses entered in Print Tracker. This process is fast, generally taking only a minute or two.

Installation

Installing Print Tracker on Windows workstations to monitor network devices is easy and usually takes only three to five minutes. The software does not need to be installed on a server. Workstations that are connected to the Internet and remain on during business hours are ideal.

1. Download and install the setup program by clicking on the download link on the web page at http://www.PrintTracker.net.
2. On the registration screen, enter the Dealer ID and password provided you.
3. Enter the email address(es) where you would like meter read reports sent.
4. Click the "Get License Key" button
5. Select "Save and Close" to begin searching for locally connected printers and network devices.
6. Click on the Email button to send a report.

Meter Report are emailed to recipients as Excel spreadsheet attachments.

Print Tracker is easy for anyone to use, it requires very little effort to set up, and it "does its own thing without you having to watch over it."

Specifications
* Windows XP, Windows 2003 Server, Windows Vista, Windows 2008 Server, Windows 7 or 8, or Windows 2012 (does not have to be installed on the server)
* Requires 50 MB hard drive space
* Uses about 10 MB virtual memory

Frequently Asked Questions

Q: Can Print Tracker gather meter reads from remote locations?	**A:** Print Tracker can gather meter reads from networked devices that can be pinged from the workstation where it is installed. Devices that respond to pings and SNMP requests can have their meter data gathered.
Q: How does Print Tracker send the meter data? Is it secure?	**A:** Print Tracker communicates with the web server using the HTTPS protocol, similarly to how web browsers communicate with banking websites. HTTPS is a secure protocol. All of the data is encrypted before it is sent. Print Tracker is operates securely.
Q: What happens if new devices are added to the network or old devices are removed?	**A:** Print Tracker wakes up on Monday and Thursday afternoons to perform a search of the network segments to see if new devices are available on the network. If one or more new devices are found, an emailed report will be sent immediately identifying the new device(s) highlighted in yellow. If meters cannot be pulled from a device for more than a week, meter reports will show the stale device meters highlighted in pink. If meters cannot be pulled for six weeks, the device will drop off the reports.
Q: How much network bandwidth does Print Tracker use?	**A:** Print Tracker sleeps most of the time, but wakes up two or three times a day to pull meters. For a typical network segment, Print Tracker will send or receive about 80 KB of data when it pulls the meters. Twice a week Print Tracker may perform a search of the network to see if new devices have been added. During these searches Print Tracker will send or receive around 150 KB of data per network segment.
Q: If the customer is using a proxy server and needs to allow traffic from Print Tracker out to the secure web servers, how can that be configured?	**A:** Print Tracker can be configured to use credentials when communicating via the internet. This is done from the 'Config' > 'Advanced Settings …' dialog using the "Use credentials for an internet connection" option. Be sure to enter the proxy server information, if it applies. If an exception needs to be made to a corporate firewall, the web server addresses secure.tc101.com and secure.nexation.com should be used.
Q: Is the Print Tracker software busy pulling meters all of the time?	**A:** No, Print Tracker software 'sleeps' most of the time, waking up periodically to perform necessary tasks. Print Tracker scans devices for status changes on a predetermined schedule set by the dealer (if alerts are activated), checks for messages several times throughout the day, and will auto-search networks for new devices on Monday and Thursday when enabled. If the workstation is turned off, report will be sent when brought back on line or power is restored. If the Internet is down, Print Tracker checks for a connection periodically until one is available and then sends the report.