

Managing Licensed Printers

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A new licensing mechanism was incorporated in Netaphor SiteAudit™ 5.0 that allows users to discover any number of networked printers but manage only a specified subset of printers. This document explains how the new licensing mechanism effects managed printers and how to include or exclude devices to be managed.

Overview

In prior versions of SiteAudit, licensing was governed by the End User License Agreement (EULA) only. The EULA required that users only manage (i.e. include in discovery and monitor) devices that they had paid a license fee for. No software enforcement of this license was included in SiteAudit.

In Netaphor SiteAudit™ 5.0 and later, users can obtain a license for a specified number of networked printers and users can choose which discovered printers are managed and which are not managed. This allows customers to obtain licenses tailored to their needs.

Licensing Netaphor SiteAudit™

Prior to installing SiteAudit, users request a license that specifies which features are desired and the number of networked printer licenses that are needed. Local printers licensing is not enforced by SiteAudit but, rather, it is still governed under the EULA. The license key is inserted when the SiteAudit viewer is started for the first time. This document describes the licensing process: <http://www.netaphor.com/support/LicenseUpgrade.pdf>

Discovery Behavior

This section describes how devices are managed when SiteAudit is installed in a new environment.

Scenario 1: User obtains license for MORE printers than exist in environment

Suppose a user has obtains a license to manage 1000 networked printers and SiteAudit discovers 800 printers. In this case, all 800 printers will be managed by SiteAudit. Any new printer that is discovered in the future is automatically managed by SiteAudit. Once 1000 printers are under management, any newly discovered networked printer is marked as Unmanaged. Unmanaged printers are automatically set to the Inactive state and will not be monitored.

Scenario 2: User obtains license for LESS printers than exist in environment

Suppose a user obtains a license to manage 1000 networked printers and 2000 exist in the environment. When SiteAudit starts discovery, it marks the first 1000 printers it discovers as Managed. All remaining networked printers are marked as Unmanaged and will not be monitored. All Unmanaged printers are marked as Inactive and will be hidden from all views by default according to the Display Configuration properties. It is possible for users to modify which set of printers are managed or not managed.

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- ❖ **Printers are initially managed in the order they are discovered. Users can change the set of managed or unmanaged printers at any time after the initial discovery.**
 - ❖ **SiteAudit does NOT distinguish between Active and Inactive printers when managing printers.**
 - ❖ **Unmanaged printers are automatically marked Inactive.**
 - ❖ **SiteAudit does not monitor unmanaged networked printers.**
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Does SiteAudit License Local Printers?

Local printers licensing is not enforced by SiteAudit but, rather, it is still regulated under EULA. This means that users still need to pay the license fee for local printers; however, the license count is only enforced by SiteAudit for networked printers.

How Many Licenses Do I Need?

This depends on how many printers you want to SiteAudit to manage. The license limits the number of networked printers that can be managed. It has no effect on the number of local printers that can be managed. If there are 100 networked printers in your environment and you want SiteAudit to manage all of them, then you need a license for 100 printers. If you expect that new printers will be added into the environment, then it may be a good idea to obtain a license to manage additional printers as they are discovered. It is always possible to update your license to allow for the management of more printers.

Why did my inventory decrease after upgrading to Netaphor SiteAudit™ 5.0?

The inventory count includes both Active and Inactive printers. By default, any printer that SiteAudit has not communicated with in more than 30 days is marked as Inactive and hidden from all views. It is possible to display both Active and Inactive printers via the Display Configuration dialog. It is also possible for users to define the period for which a printer becomes Inactive.

It is most likely that the inventory has NOT decreased. What is more likely is that Inactive printers are not being displayed and some of the networked printers that had been Active have become Inactive after the upgrade. The reason this would occur is if the number of Active + Inactive networked printers exceed the number of printers authorized by the license.

How Does SiteAudit Decide which Printers to Manage?

SiteAudit determines which networked printers to license based on the order in which they were/are discovered.

In environments where SiteAudit was previously deployed, it is common for many printers to have been marked Inactive for various reasons such as, the device being turned off, removed from the environment etc. However, determining when a printer becomes Inactive is a user-defined function. This means that two different users viewing the same database can have different settings that determine when a printer becomes Inactive. For instance, one user may have configured Display Configuration settings such that networked printers become Inactive if SiteAudit does not communicate with the printer in 7 days. The other user may have set the inactivity period for 30 days.

When discovery starts after the upgrade to version 5.0, SiteAudit manages printers in the order they were discovered. It could be the case that some of the printers under management are Inactive. Once SiteAudit reaches the limit of networked printers that can be managed, it marks all remaining printers as Unmanaged. All unmanaged printers are automatically marked Inactive.

How Do I Choose which Printers Are Managed?

Choosing which printers to manage or not manage can be done by selecting one or more printers to manage/unmanage and then choosing either **Include in Managed Set** or **Exclude from Managed Set** under the **Setup** menu. Changes take effect after restarting monitoring.

The following process can be used to choose the set of managed printers.

1. Open SiteAudit viewer and select the Inventory view
2. Use the Column Chooser to ensure that the following columns are displayed
 - a. IP Address
 - b. Managed Status
 - c. Status
 - d. Connection
 - e. Last Successful Communication
3. Change the Display Configuration settings so that both Active and Inactive printers are displayed
4. Filter the Inventory view to show only Networked printers
5. Sort by the column, Last Successful Communication

At this point, it should be possible to see which printers are Inactive because the device is retired (contains IPv6 address). It is also possible to see which printers are Inactive because SiteAudit cannot or has not communicated with the printer by observing the Last Successful Communication column.

You may want to select all printers for which SiteAudit cannot communicate with and exclude these from the managed set. Then choose the printers that SiteAudit has communicated with recently and include these in the managed set. Restart monitoring and SiteAudit will appropriately manage the printers as defined. If more printers are selected to be managed than the license allows, SiteAudit will manage as many as allowed and then mark the remaining as Unmanaged.

Why Does an Asterisk Appear under the Managed Column for Some Printers?

There are three states for discovered devices in SiteAudit:

- **Managed** – indicates that the printer is being managed by SiteAudit. SiteAudit attempts to monitor all managed printers
- **Unmanaged** – indicates that the printer is not managed by SiteAudit. SiteAudit does NOT monitor unmanaged printers.
- ***** - An asterisk indicates that SiteAudit was not able to communicate with this printer to determine if it should be managed or not. All retired printers are marked with an asterisk because they no longer are present in the environment. Retired printers have an IPv6 address.

How Do I Manually Select Printers to Be Managed?

Select one or more printers that you want to manage. Then select Include in Managed Set from the Setup menu. Restart monitoring for the changes take effect.

How Do I Manually Select Printers to Be Unmanaged?

Select one or more printers that you want to manage. Then select Exclude in Managed Set from the Setup menu. Restart monitoring for the changes take effect.

I've included a Printer in the Managed Set but it is not being Managed, Why?

If you have marked a printer to be included in the managed set and it is marked as unmanaged, then it implies that the number of networked printers licensed has been exceeded.