

## Move Add Change Tracking

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January 2012

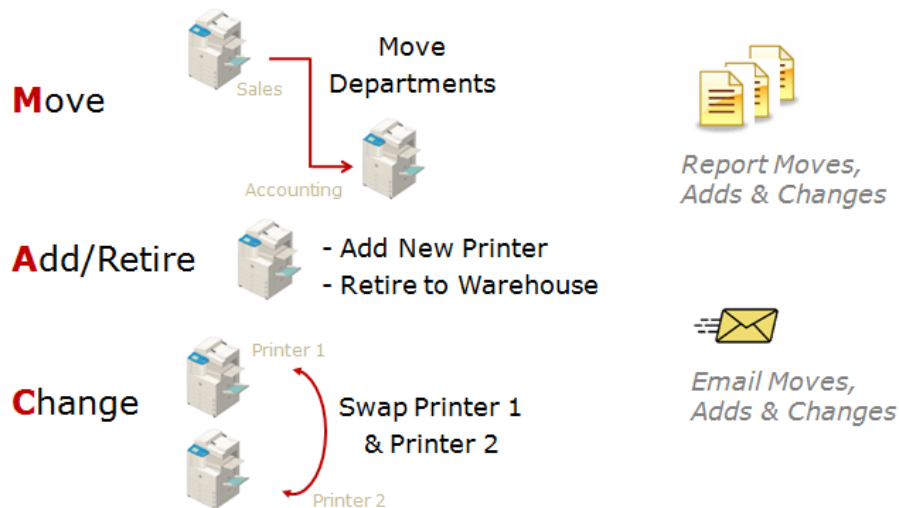
### Benefits Overview

Today, organizations are constantly changing facilitates due to mergers, shut downs or other factors. Tracking the movement of printers is a high management cost. The move, add, change (MAC) feature introduced in Netaphor SiteAudit™ 4.3 provides users and Fleet managers with new asset tracking, notifying and reporting capabilities.

The new MAC tracking generates alerts when a printer has been discovered, moved to a new department or location, been retired or comes back from retirement. If two printers change (swap) locations and IP addresses, it also informs about this. The result is that your inventory count is always accurate and counts are not deleted—printer history moves with the printer. The benefits are many:

1. Inventory accuracy is constant
2. Reduces labor cost incurred to locate a printer
3. Reduces the chance of printers being lost, stolen or inactive
4. Automatically resolves IP conflicts from printer moves and changes
5. Printer history stays with the printer even if it moves to a new IP address

SiteAudit's new MAC capability makes tracking inventory movement Automatic, Continual and Accurate. No other MPS software can offer you this capability.



## Feature Overview

Move, add, change event logging has been introduced in Netaphor SiteAudit™ 4.3. This feature identifies and records changes in the printer environment. Default MAC notification rules have been created and can be enabled to notify recipients when a change occurs in the printer environment. Such changes include new discovered devices, retired or unretired devices, and changes in printer location, department, or IP address.

Notification of MAC events lets users know when a change occurs in their printer environment thereby contributing to better control of the printer fleet. All MAC events are recorded in the SiteAudit database and can be viewed in the Incident History view. In addition, various MAC reports have been created and are installed with SiteAudit. These reports are available for viewing or download on the Reporting Web site and can be imported into the SiteAudit Viewer.

Two new asset fields have been included as part of the Move Add Change feature in Netaphor SiteAudit™ 5.1. Starting with this version, MAC incidents are generated when the printer Contact or Asset Tag values change.

## What Are Move Add Change (MAC) events?

SiteAudit detects several conditions that it considers MAC events that include:

- When a new networked printer is detected in the environment
- When a previously detected printer is retired
- When a retired printer is put back into service
- When the printer location changes
- When a printer is assigned to a new department
- When the IP address of a printer changes
- When the Asset tag of a printer changes
- When the printer Contact changes

## How Are MAC Events Useful?

MAC events can help administrators identify the changes that occur in their printer environment. MAC events are logged into the SiteAudit database and can be viewed in the Incident History view. Each MAC event has a unique *Code* and *Description*, making it easy to create custom reports that show the history of any or all of the MAC incidents.

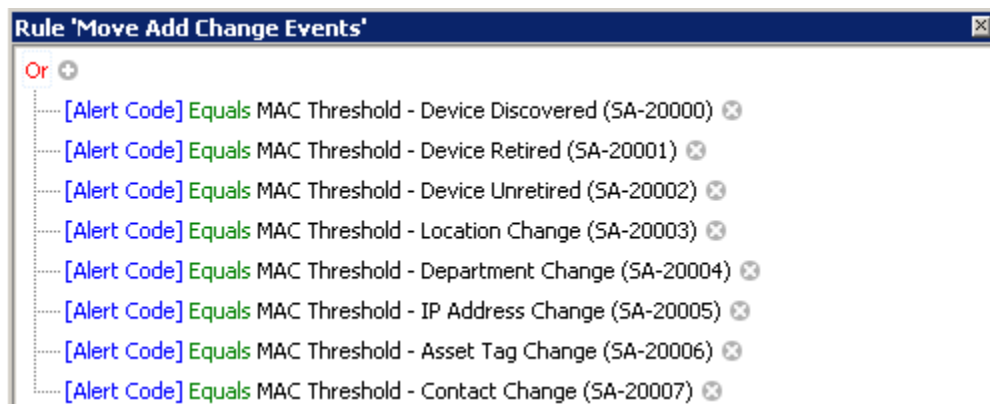
When a new printer was added to a network, older versions of SiteAudit detected the new device and automatically began collecting data. However, an administrator may not be aware that the new device was added until it is noticed in one of the SiteAudit Views. In SiteAudit 4.3, MAC events are logged into the Incident History view, which shows the date and time when the event occurred. So it is possible to identify when the device was discovered by SiteAudit and any changes that occurs with that device such as changing its location or IP address.

Custom MAC reports can be created and posted to the Reporting Web site such that when the reports are opened, they show the current history of events that have occurred. These reports can be scheduled for periodic email delivery to recipients or archived on the file system. Seven new MAC reports are included for free. These include:

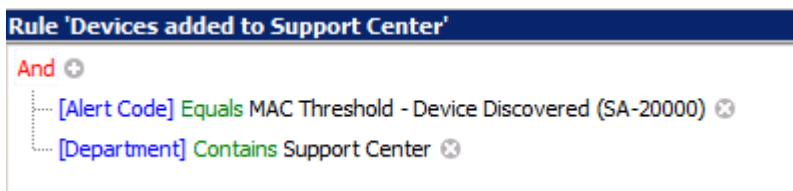
- All MAC events
- Only IP Address change events
- Only retired device events
- Only unretired device events
- Only location changes
- Only department changes
- Only discovered devices

## MAC Event Notification

It is possible to create notification rules to notify one or more recipient whenever there is a change to the network environment such as when a device is added, retired, unretired, etc. A default notification rule is installed with SiteAudit that triggers a notification when any MAC event occurs. A screenshot of the default MAC notification rule is shown below.



It may be the case that a user only wants only to be notified for one or two MAC events and does not want to receive notification for the other events. In this case, a custom notification rule can be created to notify when a particular MAC event occurs. The screenshot below shows a custom notification that will notify a user when a new device is discovered within a particular department. Regardless of how notification rules are configured, all MAC events are logged into the Incident History.



## Customizing Views & Reports to Show MAC Incidents

All Move Add Change (MAC) incidents are recorded in the SiteAudit database automatically and can be displayed in the Incident History view. The Incident History view contains a list of all printer alerts and SiteAudit threshold alerts that have been detected while the SiteAudit Monitoring service was running. MAC incidents are also shown in the view.

The Incident History view can be filtered and organized to display any or all of the MAC incidents that have occurred in order to produce a historical report of Move Add Change events that have occurred in the printer environment.

The screenshot below shows an example of the Incident History view filtered to show the discovered device MAC incidents that have occurred.

Drag a column header here to group by that column							
Printer Name	Manufacturer	IP Add...	Code	Description	State	Detected	Duration
DOTEST	RISO	10.0.0.202	MAC Threshold - Device Discovered...	Printer has been discovered	Resolved	12/2/2010 9:57:...	00:03:08
RIBEYE	Hewlett-Packard	10.0.0.18	MAC Threshold - Device Discovered...	Printer has been discovered	Resolved	12/2/2010 9:57:...	00:03:07
Laser Printer 3100cn	Dell	10.0.0.83	MAC Threshold - Device Discovered...	Printer has been discovered	Resolved	12/2/2010 9:57:...	00:03:08
HP2600n	Hewlett-Packard	10.0.0.12	MAC Threshold - Device Discovered...	Printer has been discovered	Resolved	12/2/2010 9:57:...	00:03:08
LXKEBED52	RISO	10.0.0.68	MAC Threshold - Device Discovered...	Printer has been discovered	Resolved	12/2/2010 9:57:...	00:03:08
Lexmark X500 Ser...	Lexmark	10.0.0.69	MAC Threshold - Device Discovered...	Printer has been discovered	Resolved	12/2/2010 9:57:...	00:03:08
Phaser 6180DN-9...	Xerox	10.0.0.85	MAC Threshold - Device Discovered...	Printer has been discovered	Resolved	12/2/2010 9:57:...	00:03:08

Just like any other SiteAudit view, The Incident History view can be exported, emailed, or saved and published to the SiteAudit Reporting Web Site. A report can be generated periodically and automatically emailed or archived to show the changes that have occurred in the environment during a specific period. For example, the report can be generated each month and published or emailed to the appropriate person/s for evaluation.

## Resolving MAC Incidents

Move Add Change events are a special type of threshold in SiteAudit. Recording these events make it possible to generate reports that show the history of various changes in the printer environment. SiteAudit automatically resolves MAC incidents after it has the opportunity to send a notification.

When a MAC incident is detected, it is recorded in the database and marked as *Unresolved*. Once a notification has been sent, the incident is marked as *Resolved*. In the case when notifications are disabled or the MAC notification rule is not active, SiteAudit will wait for the period of one notification cycle and then mark the incident *Resolved*.

## Move Add Change Reports on the Reporting Web Site

The following MAC views are included with SiteAudit and are automatically installed on the Reporting Web site.

- Department Changes
- IP Address Changes
- Location Changes
- Move Add Change History
- New Discovered Devices
- Retired Devices
- Unretired Devices

The following screenshot shows the Move Add Change folder on the Reporting Web site and the reports that can be generated in various formats.

The screenshot shows the Netaphor SiteAudit web interface. The top navigation bar includes the company name 'seven' and customer 'KS\_ViewUpdate'. The main content area displays a folder structure on the left with 'Move Add Change' highlighted. The main table lists reports and their available formats.

Report	Formats	Last revised
Department Changes	PDF XML HTML XLS CSV RTF	11/23/2010 1:07 PM
IP Address Changes	PDF XML HTML XLS CSV RTF	11/23/2010 1:07 PM
Location Changes	PDF XML HTML XLS CSV RTF	11/23/2010 1:07 PM
Move Add Change History	PDF XML HTML XLS CSV RTF	11/23/2010 1:07 PM
New Discovered Devices	PDF XML HTML XLS CSV RTF	11/23/2010 1:07 PM
Retired Devices	PDF XML HTML XLS CSV RTF	11/23/2010 1:07 PM
Unretired Devices	PDF XML HTML XLS CSV RTF	11/23/2010 1:07 PM

The following is an example of a Move Add Change report that shows discovered events and department changes

Manufacturer	Model	Output	IP Address	Department	Location	Serial #	Description
Code: MAC Threshold - Department Change (SA-20004)							
Lexmark	Lexmark X500 Series	Color	10.0.0.69	NETAPHOR SOFTWARE, INC.\Gener	Sales and Marketing		Printer department changed from 'NETAPHOR SOFTWARE, INC.' to 'NETAPHOR SOFT'
Dell	Dell Laser Printer 3100cn	Color	10.0.0.83	NETAPHOR SOFTWARE, INC.\Gener	Printer Lab	925440659	Printer department changed from 'NETAPHOR SOFTWARE, INC.' to 'NETAPHOR SOFT'
Code: MAC Threshold - Device Discovered (SA-20000)							
Lexmark	Lexmark X500 Series	Color	10.0.0.69	NETAPHOR SOFTWARE, INC.\Gener	Sales and Marketing		Printer has been discovered
Xerox	Xerox Phaser 6180N; Net 10.6	Color	10.0.0.85	NETAPHOR SOFTWARE, INC.	Storage Lab Hallway	DPX320268	Printer has been discovered
Dell	Dell Laser Printer 3100cn	Color	10.0.0.83	NETAPHOR SOFTWARE, INC.\Gener	Printer Lab	925440659	Printer has been discovered
RISO	RISO P630	B/W	10.0.0.68	NETAPHOR SOFTWARE, INC.	Mortuary	991VZB5	Printer has been discovered
Hewlett-Packard	hp color LaserJet 5550	Color	10.0.0.86	NETAPHOR SOFTWARE, INC.	QA Test Lab	JPFC62W00L	Printer has been discovered
RISO	RISO P630 P53	B/W	10.0.0.202	NETAPHOR SOFTWARE, INC.	Rakeshi's Office	MY384F400K0F	Printer has been discovered
Code: MAC Threshold - Location Change (SA-20003)							
RISO	RISO P630	B/W	10.0.0.68	NETAPHOR SOFTWARE, INC.	Mortuary	991VZB5	Printer location changed from 'Printer Lab' to 'Mortuary'
Hewlett-Packard	hp color LaserJet 5550	Color	10.0.0.86	NETAPHOR SOFTWARE, INC.	QA Test Lab	JPFC62W00L	Printer location changed from 'Office Location' to 'QA Test Lab'