

Requesting Device Support

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SiteAudit supports data collection for many different printer models. However, cases may arise where some data is not collected for a particular printer. This article explains how to collect data necessary to add support for objects not monitored or collected by SiteAudit.

Requesting Data for Inclusion in SiteAudit

SiteAudit collects data from many different manufacturer printers; however, the printer universe is diverse and it is not possible to know all of the various printer models and the implementation of their respective Management Information Bases (MIBs). A MIB defines which printer objects can be accessed by SiteAudit and other SNMP tools. Although there is a standard printer MIB that defines the objects that all printers should support, each vendor is free to implement their MIBs however they choose.

SiteAudit can discover SNMP-supported printers but may not monitor and collect data from all interested objects. When such a printer is detected, service personnel can use diagnostic tools to collect the desired data and forward it to Netaphor technical support for inclusion in the product. The remainder of this document explains the process for adding additional support for printer objects.

Example: SiteAudit Consumables Data Collection

Suppose that SiteAudit discovers a particular model of HP printer but does not collect nor display the toner coverage levels (Figure 1). However, when the device web pages are examined, the coverage levels are present (Figure 2). Since these objects exist on the Web page, there is a good chance that SiteAudit can monitor the objects. (Figure 3) shows the consumables data after the coverage objects have been monitored by SiteAudit.

Figure 1. No coverage data has been collected for the toner cartridges

Description	Type	Serial #	Installed	Coverage	Level
Black Print Cartridge HP C9720A	Toner cartridge	150044	4/9/2008		97.0%
Cyan Print Cartridge HP C9721A	Toner cartridge	64515			96.0%
Magenta Print Cartridge HP C9723A	Toner cartridge	210405	6/29/2009		96.0%
Yellow Print Cartridge HP C9722A	Toner cartridge	57567			96.0%
Image Transfer Kit HP Q3675A	Transfer unit				96.2%
Image Fuser Kit HP 110V-Q3676A, 220V-Q3677A	Fuser				97.0%

Figure 2. Device Web page shows values for Historical Printer Coverage

Historical Printer Coverage

- Black 4.0%
- Cyan 1.9%
- Magenta 1.5%
- Yellow 2.2%

Figure 3. Device Details after coverage data collection is added to SiteAudit

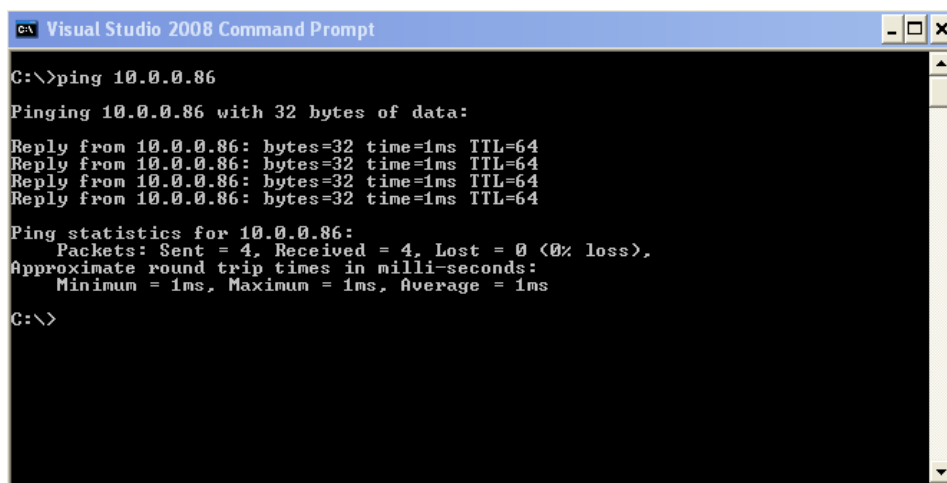
Description	Type	Serial #	Installed	Coverage	Level
Black Print Cartridge HP C9720A	Toner cartridge	150044	4/9/2008	4.0%	97.0%
Cyan Print Cartridge HP C9721A	Toner cartridge	64515		1.9%	96.0%
Magenta Print Cartridge HP C9723A	Toner cartridge	210405	6/29/2009	1.5%	96.0%
Yellow Print Cartridge HP C9722A	Toner cartridge	57567		2.2%	96.0%
Image Transfer Kit HP Q3675A	Transfer unit				96.2%
Image Fuser Kit HP 110V-Q3676A, 220V-Q3677A	Fuser				97.0%

Requesting Device Support

When a device is discovered for which certain objects are not collected by SiteAudit, service personnel can forward a request to include support to Netaphor Support. The request should include specific information that is detailed in the remainder of this document. Netaphor will evaluate and include support for the requested objects whenever possible.

Please execute the following procedure prior to requesting device support:

1. Confirm that the device can be reached on the network
 - a. Ping the device. This is a quick diagnostic to determine if the device is available on the network.
 - i. Open the **DOS** command-line utility
 - ii. Enter the device address after the ping command: **ping <ipaddress>**
If replies are received from the device, then it has a valid network connection
Example: **ping 10.0.0.86**



```
Visual Studio 2008 Command Prompt
C:\>ping 10.0.0.86
Pinging 10.0.0.86 with 32 bytes of data:
Reply from 10.0.0.86: bytes=32 time=1ms TTL=64
Reply from 10.0.0.86: bytes=32 time=1ms TTL=64
Reply from 10.0.0.86: bytes=32 time=1ms TTL=64
Reply from 10.0.0.86: bytes=32 time=1ms TTL=64

Ping statistics for 10.0.0.86:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 1ms, Maximum = 1ms, Average = 1ms

C:\>
```

Note: It may not be possible to ping a device that is not on the local network

2. Confirm that the device can communicate over the SNMP Protocol
 - a. Use the SiteAudit Device Object Browser to collect device SNMP data
 - i. Follow the instructions for collecting and saving SNMP data in the section titled, [**SiteAudit Object Browser**](#)

If the Device Object Browser is unable to collect device data, confirm that the Community name is identical to the device community name, which is case-sensitive. If it is still not possible to collect data, consult with your IT department to determine why the device cannot communicate using SNMP.

3. Confirm that the printer serves HTML pages. Some printers support both HTML pages and Java applets on different ports, such as 80 and 8080. It is also possible that the printer can be configured to serve either a Java applet or HTML pages. Configure the device to serve HTML pages if possible.
4. Use the Fiddler tool to collect and save HTTP data. This step should be performed as soon as possible after step #2.
 - a. Follow the instructions for collecting and saving HTTP data in the section titled, [Using Fiddler](#).

Important! The printer must serve HTML web pages for the Fiddler information to be useful. If the printer does *not* serve HTML pages, then please take screenshots of the objects and values that you want SiteAudit to support.

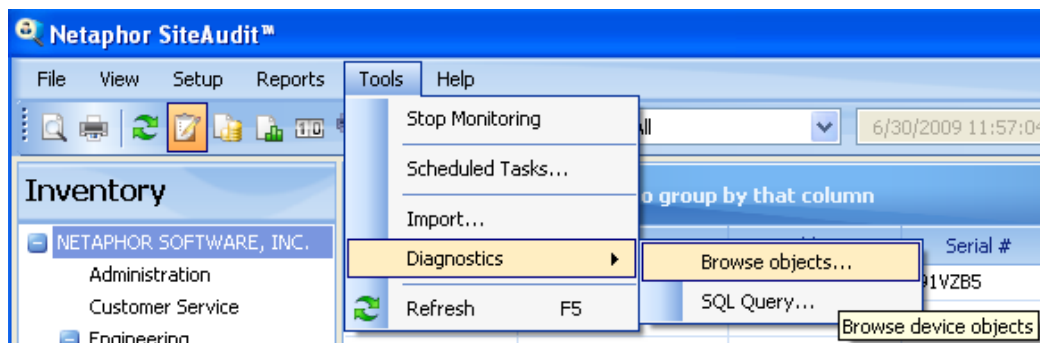
5. Submit a device support request to support@netaphor.com and include the following information
 - a. The manufacture name and model of the printer device
 - b. The device IP address
 - c. The names of the objects that you want SiteAudit to support such as, Total Count, Fax, device serial number, toner level, etc.
 - d. The file saved using the SiteAudit **Device Object Browser** in step 2
 - e. The file saved using **Fiddler** is step 4 (or screenshots of the objects and values)

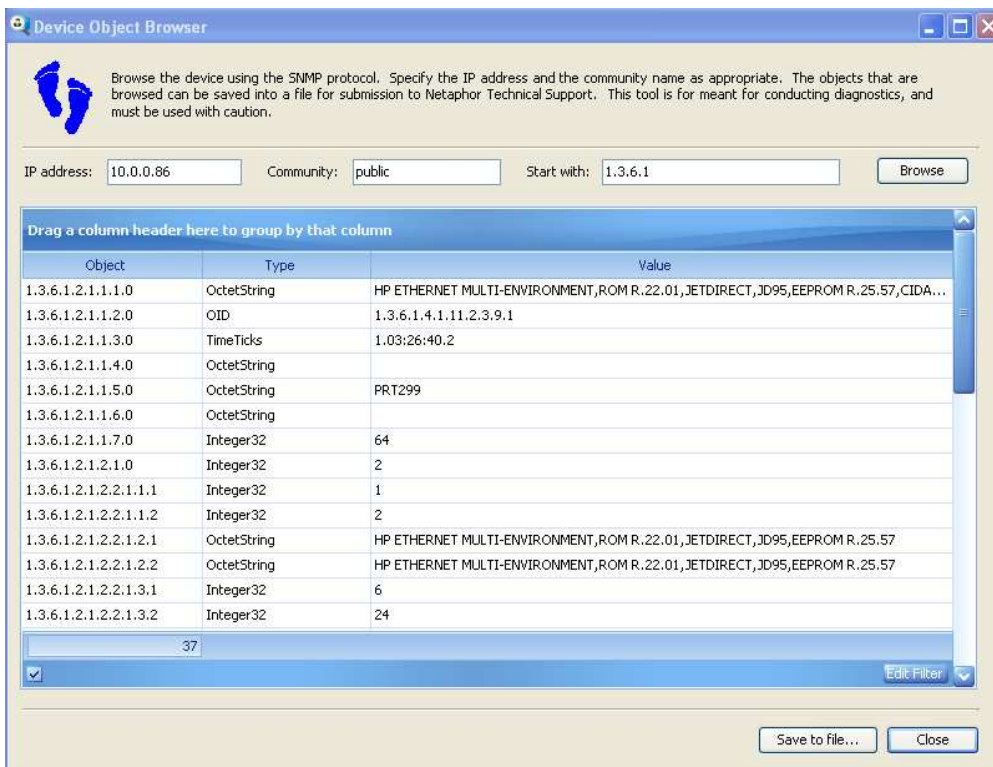
SiteAudit Object Browser

How to Use the SiteAudit Object Browser

The SiteAudit Object Browser is a diagnostic tool for communicating with devices using the SNMP protocol. SiteAudit must be able to communicate with a printer using SNMP in order for it to monitor and collect device data. The Object Browser tool can be used to confirm that a device can communicate over SNMP. Furthermore, the tool can be used to collect SNMP data from a device, which can then be analyzed by Netaphor Technical Support to determine which objects can be supported in SiteAudit. The instructions below describe how to use the Object Browser tool.

- Open the SiteAudit Viewer
- Select the **Inventory** view (or any view that contains the device to browse using the diagnostic tool)
- Locate and select the device to test
- Launch the Device Object Browser. From the **Tools** menu, select **Diagnostics > Browse objects...**





- Confirm that the device **IP address** and the **Community** name are correct
- Click the **Browse** button to start the data collection
- *Once the data collection completes, the **Save to file...** button will activate*
- Click the **Save to file...** button and save the results

Using Fiddler

Fiddler Debugging Proxy

Fiddler is a third party tool that is used to collect HTTP traffic when users visit Web pages. Fiddler should be configured automatically for use with Internet Explorer, so it is recommended that this browser be used when collecting data. If another browser, such as Firefox, is used and Fiddler cannot capture data, then it will be necessary to configure the browser proxy to use port 8888.

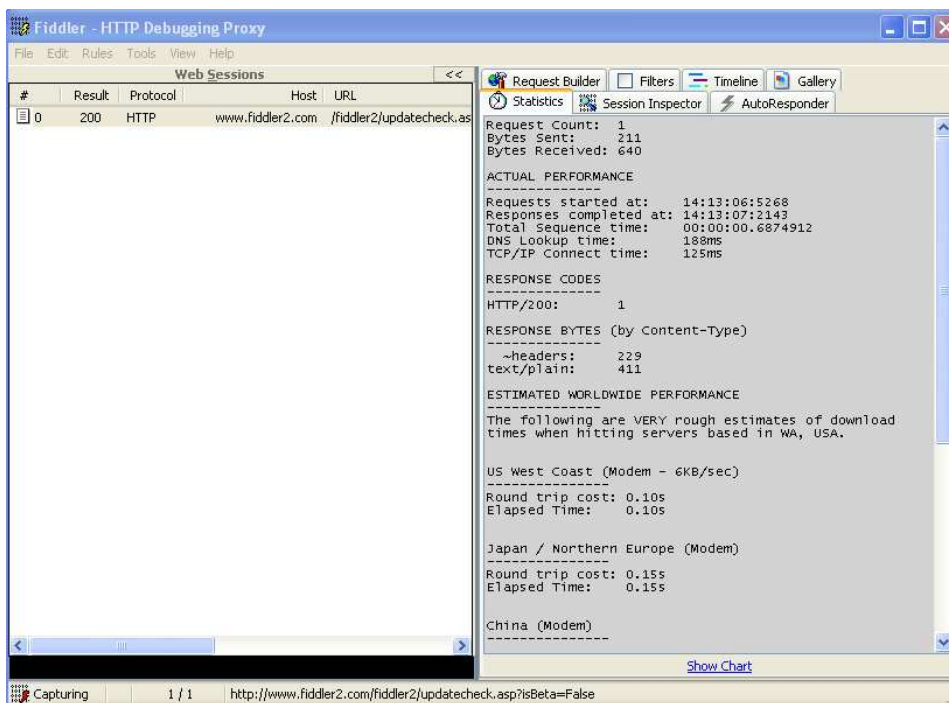
Where to get Fiddler

The Fiddler tool can be downloaded from the Fiddler Website: <http://www.fiddler2.com>

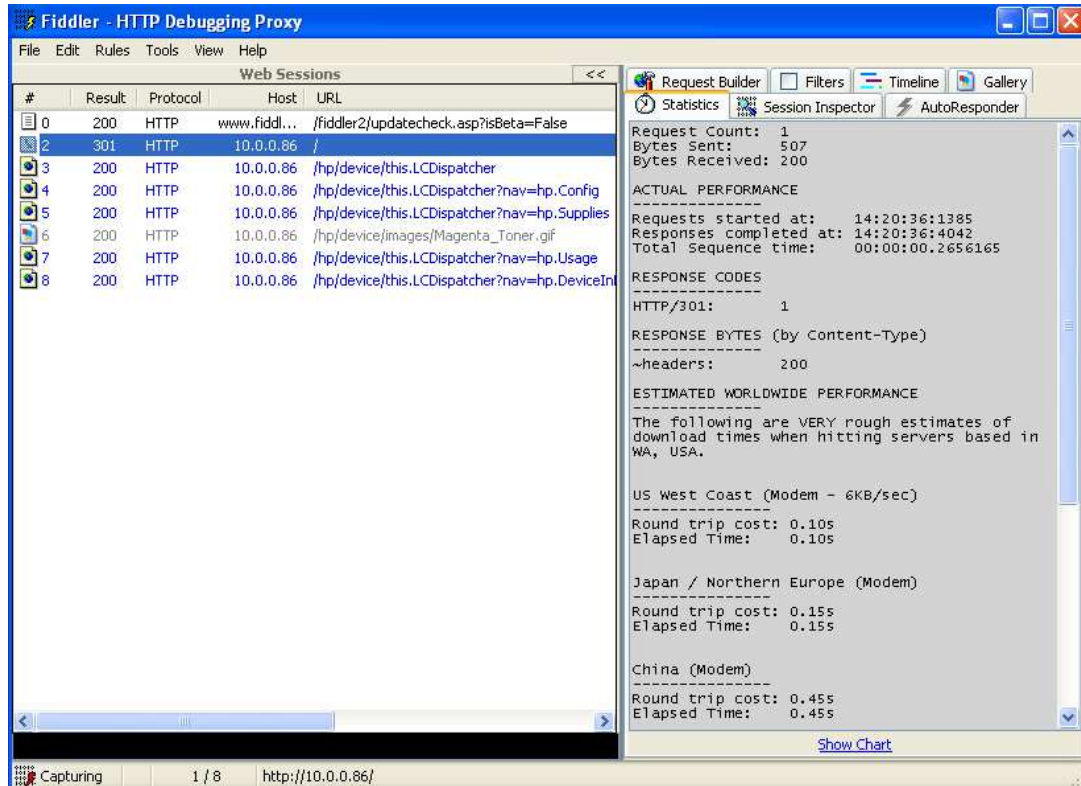
How to collect data

Fiddler listens for HTTP traffic on port 8888 by default and collects data for each Web page that the user visits. This section describes how to use Fiddler to capture HTTP traffic.

1. Start the Fiddler application



2. Open Internet Explorer and enter the URL of the printer web page, i.e. <http://10.0.0.86>. Alternatively, the Web page can be opened from within SiteAudit by right-clicking on a device and choosing **Web Page...** from the context menu.
3. Navigate to the various web pages that contain the data that you want to collect. Each time a new Web page is visited, Fiddler captures the data, which can be seen in the Web sessions frame on the left. If data is not collect by Fiddler, then it may be necessary to configure your browser to use the proxy port defined in the Fiddler options. By default, the proxy port 8888 is used.



Saving Fiddler Sessions

Once data for each desired Web page has been captured, save the results.

1. Select all of the sessions in the Web Sessions window. This can be accomplished by pressing **CTRL+A** or choosing **Select All** from the *Edit* menu.
2. Select **Save > Sessions > In Archive Zip** from the *File* menu and then choose the name and location where the file is saved.

