

PrintFleet Local Beacon

User Guide



PRINTFLEET™

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PrintFleet Local Beacon User Guide.

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Chapter 1 Introduction

Welcome to PrintFleet Local Beacon™—an application that allows you to monitor and manage locally connected printers when used in conjunction with the PrintFleet Data Collector Agent™ and one of PrintFleet's remote monitoring systems: PrintFleet Enterprise™, PrintFleet Optimizer Plus™, or PrintFleet Optimizer™ (available through authorized distributors only).

A local printer is one that is connected directly to a computer, for example, via a serial, parallel or USB port.

Local Beacon acts as a bridge between the Data Collector Agent and a local printer. Without Local Beacon, the Data Collector Agent will only connect information for network connected printers. With Local Beacon, the Data Collector Agent will collect data stored in active Local Beacon applications on the network, provided that the IP addresses of computers installed with Local Beacon are included in the Data Collector Agent network scan range.

For more information on operating the Data Collector Agent, consult the user guide for your remote monitoring system, or contact your PrintFleet Administrator.

1.1 System requirements

Ensure that the host computer meets the following requirements before installing Local Beacon.

System requirements:

- Microsoft® .NET Framework 2.0 installed
- Windows 2000 or Windows XP operating system
- Host computer must remain powered on to ensure the Data Collector Agent can capture information from Local Beacon during its regular scans

Note

The .NET Framework is free software that can be obtained from the Download Center at Microsoft's website: www.microsoft.com/downloads

1.2 Obtaining the Local Beacon install package

Local Beacon is free software provided by PrintFleet, and can be downloaded from the PrintFleet website on the Local Beacon product page. Go to **www.printfleet.com** to obtain the **LocalBeacon.exe** installation file.

1.3 Obtaining software updates for Local Beacon

Software updates can be downloaded from PrintFleet directly from the Local Beacon interface.

To obtain Local Beacon software updates:

- On the **Help** menu, click **Check for Updates**

Chapter 2 **Installing Local Beacon**

Prior to installing Local Beacon, ensure the host computer you are installing the software on meets the minimum requirements. See “System requirements” on page 1.

2.1 **Installing a single instance of Local Beacon**

Install a single instance of Local Beacon from the host computer that is connected to a local printer that you want to monitor.

To install a single instance of Local Beacon:

1. Run the **LocalBeacon.exe** installation file.
2. Follow the installation wizard to complete the install.

2.2 **Push installing multiple instances of Local Beacon**

In most scenarios, a printing environment will have more than one local printer that you want to monitor and manage. In this case, you can either install each instance individually, or push install the Local Beacon software to several computers at once.

Note

When you push install Local Beacon, the local printer’s serial number, asset number, location and department will need to be entered manually after the installation if this information is desired. Otherwise, Local Beacon will only store and transmit the printer’s description and total page count starting from zero at the time of installation.

To push install multiple instances of Local Beacon:

1. Install the Remote Software Installation Utility from Install Solutions. Purchase or download a trial version of this software

from the Install Solutions website at
www.installsolutions.net.

Note

PrintFleet is not affiliated with and does not provide support for Install Solutions products. The trial version of the Remote Software Installation Utility is limited to installing 10 computers at a time.

2. Click on the **Install Package** tab in the Remote Software Installation Utility.
3. In the **Install File** field, type in or browse for the Local Beacon installation file.
4. Ensure **Copy Install to Target Machine** is selected.
5. In the **Options** field, type `/qn`

Installation Package
Select the installation package to be used in this deployment.

Installation File
Choose and installation to be used for this deployment. The installation should be a single file installation package.

Install File:

Copy Install to Target Machine

Only if different & Leave when done

Command Line Options
Enter any command line switches to run with this installation. Common switches for silent installs may be /S, -S, -q. See install package documentation for details.

Options:

Install Execution Command: LocalBeacon.exe /qn

Set up the installation package

6. Click on the **Target Systems** tab and type in or import the list of IP addresses or computer names of the computers you want to install Local Beacon on. If you are importing a text file, each IP address or computer name must be listed on a separate line.
7. If you are not already logged into the network as an administrator, click on the **Credentials** tab to specify a user name and password for an account with administrative permissions.
8. In the **Deployment Options** tab, set the number of simultaneous deployments to 1.
9. In the **Finish** tab, click **Begin Deployment**.

Chapter 3 Configuring Local Beacon

Local Beacon will track page counts by collecting information from the print spooler. In addition to this, Local Beacon can store the printer's device description, serial number, asset number, location, and department.

Caution

Due to the nature of tracking page counts through the spooler, page counts for multiple copies of the same print job may be inaccurate. For example, if you are printing 2 copies of a 6 page document, the spooler may communicate only 6 pages instead of 12 to Local Beacon.

Once Local Beacon is configured, the Data Collector Agent operating on the network will pick up data stored in Local Beacon during its regular network scans.

3.1 Entering local printer information

By default, Local Beacon will transmit the printer's device description and total page count. The total page count will begin at zero by default, or you can enter in the current total page count to begin counting from that number.

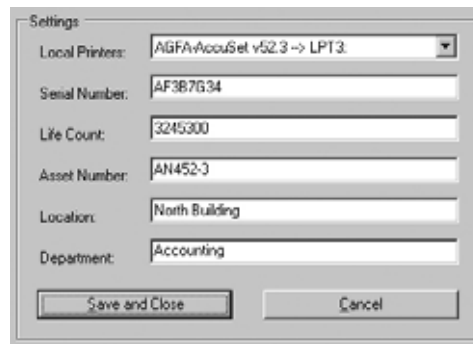
Note

Local Beacon will only store data for a single local printer. If there is more than one printer attached a single computer, you must choose between the two.

To enter local printer data:

1. In the **Settings** area of Local Beacon, select a printer from the **Local Printers** list.
2. Optionally, input the current total page count in the **Total Count** field. The current total page count for a printer can usually be found by printing a configuration page. By default, Local Beacon will begin counting from zero.
3. Optionally, input data in the **Serial Number**, **Asset Number**, **Location**, and **Department** fields. The serial number is typically found on the back of a printer.

4. Click the **Save and Close** button.



Local Beacon with settings configured

3.2 Troubleshooting transmission problems

If Local Beacon is not properly passing information to the Data Collector Agent, the local printer will report as stale in the PrintFleet Optimizer web interface. If all networked and local printers are displayed as stale, the problem is probably an issue with the Data Collector Agent. If a local printer is the only one displaying as stale, you can troubleshoot the Local Beacon application.

Check the following items to troubleshoot Local Beacon transmission problems:

- Installed computer may be powered off
- Local Beacon service may be turned off
- Windows Firewall may be blocking SNMP port 161
- Installed computer may have conflicting SNMP services

Troubleshooting the Local Beacon service

The Local Beacon service must be running continuously for the Data Collector Agent to be able to pick up data stored in Local Beacon.

To troubleshoot the Local Beacon service:

1. Do one of the following to open the **Services** window:
 - On the **Start** menu, click **Control Panel**, double click **Administrative Tools**, and then double click **Services**.
 - Open a command prompt and type `services.msc`
2. Locate and double click the Local Beacon service.
3. Click **Start** if the service is not currently running, and set the **Startup Type** to **Automatic**.

Troubleshooting issues with Windows Firewall

Computers using the Windows Firewall component of Windows XP Service Pack 2 may have SNMP port 161 blocked by default. This may cause Local Beacon to not function properly.

To troubleshoot issues with Windows Firewall:

1. Do one of the following to open the **Windows Firewall** dialog box:
 - On the **Start** menu, click **Control Panel**, and then double click **Windows Firewall**.
 - Open a command prompt and type `firewall.cpl`
2. In the **General** tab, if Windows Firewall is turned on, make sure the **Don't allow exceptions** checkbox is turned off. If Windows Firewall is turned off, you are not having an issue specific to Windows Firewall.
3. In the **Exceptions** tab, click **Add Port**.
4. Type in a recognizable name for the exception in the **Name** field (for example, `PrintFleet`), type in `161` in the **Port number** field, and select the **UDP** option.



Create an exception for Local Beacon

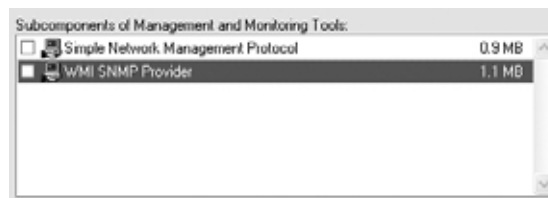
5. Go back to the **General** tab to view your newly created exception. Make sure the check box next to the exception is turned on.

Troubleshooting conflicting SNMP services

Some computers will have existing SNMP services that conflict with the proper operation of Local Beacon.

To troubleshoot conflicting SNMP services:

1. On the **Start** menu, select **Control Panel**, double click **Add or Remove Programs**, and then click **Add/Remove Windows Components**.
2. Select **Management and Monitoring Tools** and click the **Details** button.
3. Click to clear the **Simple Network Management Protocol** and **WMI SNMP Provider** items.



Clear conflicting SNMP services

3.3 Locking Local Beacon from User Interaction

An administrator can lock the Local Beacon software to prevent other computer users from being able to edit the information stored within the software.

Note

You cannot push install the software and lock it at the same time, because a push install must contain only a single executable file. See “Push installing multiple instances of Local Beacon” on page 3.

To lock Local Beacon from user interaction:

- Create the file `lbhost.sys` in the Local Beacon root directory. The file does not have to contain any data.

3.4 Branding the Local Beacon Interface

The Local Beacon interface can be custom branded for your business.

Note

You cannot push install the software and custom brand it at the same time, because a push install must contain only a single executable file. See “Push installing multiple instances of Local Beacon” on page 3.

To custom brand the user interface:

1. Create the file `branding.txt` in the Local Beacon root directory. The text file should contain the following:

```
[CONTROL]
description=Your Product Name
configImage=yourimage.jpg
configIcon=youricon.ico
```

2. Put your image and icon into the Local Beacon root directory.

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