Frequently Asked Questions

by **Miracom Network, Ltd.**

What devices can the Magic 1500 monitor?

The Magic 1500 can discover and gather information on any network attached, SNMP compatible print device.

I have a customer who connects print devices to the network through the LPT port of their workstations. How are these handled?

Any print devices connected to the network in this manner will not be detected or monitored by the Magic 1500. In order to get this information, a software program must go in through the networked workstations and send data back out. Software that can gather data from these setups is extremely invasive and creates enormous IT security issues. During the development of the Miracom Solution, we carefully considered the best way to gather information on print devices. The benefits of being able to monitor these types of devices are greatly offset by the resistance encountered when trying to implement such a solution into a customer's environment. However, we do have an easy to use manual work around , enabling you to add devices, manage tickets, and track data.

What about devices connected to networked workstations through an LPT port? Can they be monitored?

No. For the same reasons detailed above, gathering information on devices connected in this manner are extremely invasive and run counter to our philosophy of providing the most IT-friendly option in the market.

Why is the Miracom Solution considered IT-friendly?

Great thought and care went into designing our solution so that it would receive the widest possible acceptance into various networked environments. No software is installed onto the customer's server. All communication is one way - information from the print devices to the website.

The Magic 1500 scans only the IP subnets provided by the customer, and we only request the IP ranges that contain print devices. Optionally, the customer may set up a static IP address and route all printers to that address. The Magic 1500 will scan that address, and only that address, and send data back as usual.

All communication is outbound across HTTP/HTTPS which is configurable by the user. If the company allows users to browse web pages, the Magic 1500 can transmit data. We are committed to providing the most non-invasive solution possible. Rest assured, the Magic 1500 appliance has been deployed in some of the most security-centric environments in existence. Appliances are monitoring print devices in city and federal government offices, military bases, financial institutions, hospital and insurance companies, and law firms.

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Is there a stand alone version available of the Magic 1500 appliance?

Yes. Miracom has created a compact version of the Magic 1500 appliance. This version was developed for those customers who refuse entry into their server room. It can be connected to any networked print device.

One of my customers has a mixed environment. Some devices have internal network cards, some are external and there are some printers that are stand alone. How can I manage these?

There are several ways to handle this situation. The simplest would be to have the appliance discover all possible devices, then add the balance of print devices into the site manually. You can still manage these devices under any program type (cost per page, cost per device, traditional time & material). The only difference is that you will not receive automatic alerts or page counts.

However, tickets can be generated for any active device in the system, monitored or not. Page counts can be entered either through tickets - the site will calculate pages printed based on page counts entered on tickets - or by physically gathering page counts and entering them into the site.

Another option would be to install the appliance, add non-monitored printers and gradually install internal network cards in those devices without them. The expense involved in doing this can be recouped by increased efficiencies achieved by receiving automated alerts and capturing page counts.

Finally, you could choose to not install a Magic 1500 into the environment, but manage all the print devices manually. Both you and your customer will still have complete access to the site, including online ticketing and real-time reporting.

Does the Magic 1500 require external access from the Internet?

The communication from the Magic 1500 is all outbound HTTP/HTTPS. No external access is required.

Will the Magic 1500 track print devices from remote offices that are on a WAN?

Yes, it will!

I have installed the Magic 1500 at a customer's facility. Although it discovered some HP 4's and 5Si's, no page counts are being captured and I'm not getting automated alerts. Why?

Some older printers will not give adequate information. This is due primarily to the firmware installed on the print device. If possible, update the firmware. This should solve the problem for most devices. If that doesn't work, the printers can still be managed through the site as manual devices. Again, inadequate data may not necessarily mean you don't receive an automated ticket. It may mean that not all the data associated with the ticket is available. Inadequate data is the result of either design deficiencies in older print devices or because firmware with OEM changes has not been updated.

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I need an *exact* explanation of what print devices the Magic 1500 will recognize, We have found that some devices are seen on the network, but page counts and serial numbers are not recorded. The answer we got seemed somewhat vague. They stated that it is related to the age of the print device, and that older printers such as Laserjet 4, 4plus, 4si and some 5si could not be entirely remotely managed. We tested a 5si here and put it on our network and found this to be true.

If this is the case, it creates a great deal of additional manual labor to record and track these printers. It also inhibits us in monitoring remote offices. Many of our customers still have 5si, 4, 4plus on their networks and would want these monitored. Please shed some light on this problem.

With all due respect, we don't really view this as a problem, just a reality.

Providing your customer with a web based application for remotely tracking service calls, response times, costs, and print device utilization, is all good stuff; certainly more strategic than not. The question is, can Miracom remotely manage ALL communication supported by a print device? The answer is *yes*. Do all print devices support communication of page counts, serial numbers, etc.? The answer to that question is that all *newer* devices do, and some of the older devices support some, but not all.

Will a 5SI tell us when it's low on toner? Absolutely. Will it automatically generate a ticket for fuser errors, paper jams, etc.? Absolutely. Will a 5SI give serial numbers and page counts? Definitely not serial numbers, but it will support page counts, dependant on the firmware loaded on the print device. If you have a 5SI that is not displaying page counts, we would suggest that you flash it with the latest firmware, and that should take care of the issue.

Do the HP 4 series printers support serial numbers and page counts? No they do not. This is an inherent limitation of the technology within the print device, and not a limitation of the Miracom Solution.

Can you still set those devices up in the system, get error messages, automate those into a web based ticketing system and be more strategic and proactive to a print environment? Absolutely. Do we all wish that these devices could support page counts? Absolutely.

If you were managing an account on a cost-per-page basis, could you manually enter the page counts at the end of every billing cycle? Absolutely. Is this more labor intensive? Yes, but not due to a system limitation of Miracom. Does Miracom offer efficient workarounds to support these print device limitations? Yes. We actually make the interface quite easy to use, and also give you an option to simply grab the latest page count from the last service or toner ticket created for the device, as opposed to physically having to go get the page count.

Our intentions are never to be vague. There are simply limitations within the print device itself, which we believe we have addressed in the application. Our goal is to allow you to be as proactive in managing your print environments as technologically as possible.

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