

# Printer Diagnostics Monitor

## Support Guide

Syvir Technologies

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Hard Disk

**Syvir**

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# **Printer Diagnostics Monitor**

## **Support Guide**



## Printer Diagnostics Probe started.

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This guide lists and describes the typical log messages produced by the local service probe. It is your responsibility to ensure that these function and deliver data through your systems to the pdm cloud.

On service probe start, log message “Printer Diagnostics Probe started” is generated with a timestamp. The status of the probe is set to UP. This indicates that the probe is running, and the printer sensor has been loaded ready for a diagnostic scan of the local network printers.

## Error: 965f. Printer Diagnostics Probe failed to start.

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If there is a problem with the start-up, a message “Error: 965f. Printer Diagnostics Probe failed to start.” is generated with a timestamp.

The status of the probe is set to DOWN.

This message can be generated for a number of reasons.  
1. Unable to retrieve sensor list from the PDM cloud.

**Solution.** Check local PC has active internet connection.

**Solution.** Check local PC firewall is letting through communication from the local Pdm probe.

The pdm probe is called Printer Diagnostics Monitor – Probe.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.



2. The local settings file “vsettings” is corrupted.

**Solution** A. delete the local probe by logging into the pdm cloud.  
B. delete the folder “C:\ProgramData\Syvir PDM”  
C. Run the console and authenticate.

This recreates the probe details and probe in the pdm cloud.

3. Unable to receive probe settings from the pdm cloud.

**Solution.** Check local PC has active internet connection.

**Solution.** Check local PC firewall is letting through communication from the local pdm probe.

The pdm probe is called Printer Diagnostics Monitor – Probe.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

Log message "Error: 5850. Sensors failed to load."

Unable to receive printer sensor from the pdm cloud.

**Solution.** Check local PC has active internet connection.

**Solution.** Check local PC firewall is letting through communication from the local pdm probe.

The pdm probe is called Printer Diagnostics Monitor – Probe.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

**Solution.** Stop the Printer Diagnostics Monitor – Probe under services, restart the probe. If the timestamp for any sensors for the affected probe changes in the network web page, then the pdm cloud is receiving data from the probe.

4. The local settings file “pdmk.ini” is corrupted.

**Solution** A. delete the local probe by logging into the pdm cloud.  
B. delete the folder “C:\ProgramData\Syvir PDM”  
C. Run the console and authenticate.

This recreates the probe details and probe in the pdm cloud.

5. Your subscription has elapsed and is no longer connected to the pdm cloud.



### Diagnostic polling scans

Error: 044f - Timer.

This error message is generated at the start of a scan. It indicates a scan was not started due to an error. The probe is set to DOWN.

**Solution.** Stop the local service probe and restart it.

### Diagnostic scans

On the start of a scan a log message "Probe: Diagnostic scan started" is generated with a timestamp.

The log entry is set to UP. A log code "p:DScan" is generated. This indicates that the probe is running, and a diagnostic scan of the local network printers is taking place.

### Sensor scans.

Printer Diagnostics Monitor produces no log messages as each sensor is scanned. A "Not Detected" status is generated when no printer is found for the scanned sensor.

### Alarms

When a sensor is set WARNING or DOWN an alarm is generated. A log message "Alarm set for: sensor" is produced.

Log message "Error: a4a2. EMail alerts down"  
**Solution.** missing to email address.

## Sensor data.

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When sensor data is transferred to the pdm cloud each transfer is authenticated with user login and password.

Log message "Error:2f57. Sensor authenticate."

Indicates the credentials failed to authenticate.

In this case no sensor data would be uploaded to the pdm cloud.

**Solution** run the console to ascertain the right authentication details are provided, if the console logs in ok, authentication details are correct, otherwise re-enter correct authentication details.

## Error:afa6. Sensor data.

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### Error:afa6. Sensor data.

No sensor data has been transferred to the pdm cloud.

**Solution.** Check local PC has active internet connection.

**Solution.** Check local PC firewall is letting through communication from the local pdm probe.

The pdm probe is called PrinterI Diagnostics Monitor – Probe.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.



"Diagnostics Probe stopped" The local probe service has stopped either through a problem or manual intervention.

**Solution.** Restart the probe and investigate any further log messages.

Service tries to start manually or automatically.  
Dialog message appears.

**Solution.** Check local PC has active internet connection.

**Solution.** Check local PC firewall is letting through communication from the local pdm probe.

The pdm probe is called Printer Diagnostics Monitor - Probe.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

If the problem persists and other solutions fail...

**Solution A.** delete the local probe by logging into the pdm cloud.

**B.** delete the folder "C:\ProgramData\Syvir PDM"

**C.** Run the console and authenticate.

This recreates the probe details and probe in the pdm cloud.



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