Printer Diagnostics Monitor

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CPU User Guide

Syvir Technologies

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www.syvir.com

Hard Disk

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Printer Diagnostics Monitor

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Welcome.

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Cooling

Syvir Printer Diagnostics Monitor (PDM) is a cloud based network hardware monitor.

PDM is hosted by Syvir. We run the hosted server for you. A web interface provides monitoring and configuration.

To create a hosted solution please visit www.syvir.com and start a free trial. Syvir automatically creates a local domain name for your instance of PDM.

With your account you are assigned two usernames and passwords.

Make sure you agree to the privacy policy along with the terms and conditions.

BIOS

Once you have signed up you will receive a welcome email. This contains your login information.

To access Printer Diagnostics Monitor web interface please visit www.syvir-pdm.com

The site provides visual monitoring and reports of your monitored network.

Enter your credentials and click Login, to log into Printer Diagnostics Monitor.

Printer Diagnostics Monito

User Name:	
Password:	

Remember Me

File

Introduction.

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This is your guide to monitoring your network PCs with Printer Diagnostics Monitorr (PDM) using our cloud based monitoring system.

To begin monitoring your network, you will need to download PDM packages to install on your network computers. We advise if you are trying out PDM for the first time on your network to try the service on one machine, so you can assess the capabilities of PDM.

UPS

A probe running on each monitored PC, connects to the PDM Cloud server.

The probe is a windows service that runs all the time the pc is switched on. Diagnostic data is transferred to the cloud. Data is accessed through any device that supports a web browser.



ATA



The structure of the PDM cloud.

Diagnostic data is gathered from the endpoint with WMI. The sensor in the probe processes this data into channels and sets alarms if an action is needed. Data is encrypted through SSL to the pdm cloud. Data is transferred through HTTPS and uses port 443 Data is stored and rendered through active server pages.

BIOS

Probe

SSE

A PDM probe is a windows based service that connects to the PDM cloud server. Each monitored PC has its own Probe. This is designated by the computer name. We recommend that each monitored PC has it's own unique name, to avoid conflicts using the PDM cloud. The hierarchical structure of PDM places the probe as the most

powerful item in a PC deployment.

Sensors

The probe contains the Printer Sensor that uses WMI technology to monitor the current state of the printers that are visible to the pc that the probe is installed on.

The printer sensor contains multiple printer channels Diagnostic data is received for each printer channel that's in use with a deployed sensor.

Printer Channels

The sensor contains Printer channels. The probe sensor will monitor printer channels connected to the sensor.

Printer channels are generated each time a scan is completed..

Properties

PI

Diagnostic data is gathered from the endpoint with WMI. The Printer sensor in the probe processes this data into Printer channels and sets alarms if an action is needed. Data is transferred through HTTPS to the PDM cloud. Data is stored and rendered through active server pages.



Inputs

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IPS

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BIOS

Each pc requires two installation processes.

One to create your machine probes profile, this will be where you enter your domain probe username and password. These are stored locally in an encrypted file.

The second process requires installation of the Printer Diagnostics Monitor service. This service is the probe for the machine.

WMI services need to be running on each machine you wish to monitor with PDM.

Please note the account you use to monitor with WMI only requires Read permission.

Do not enable Read/Write or Write this may leave the machine open to viruses etc.

- 1. Install Printer Diagnostics Monitor Console
- 2. Once the Printer Diagnostics Monitor Console setup program is installed please run this.

3.Type in your probe username and password. This will create the probe for this machine in the PDM cloud.4.Select the chassis type of the pc.

5.Install Printer Diagnostics Monitor - probe

Ssr

Once this is installed monitoring is now setup for this machine.

Repeat this process for each machine you wish to monitor.

Each pc requires two installation processes one to create your machine probes profile, this will be where you enter your domain probe username and password. These are stored locally in an encrypted file. The second process requires installation of the Printer Diagnostics Monitor service. This service is the probe for the machine. WMI services need to be running on each machine you wish to

monitor with PDM.

Inputs

Create local probe.

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The Probe service transfers non-identifiable data through HTTPS to the PDM cloud. Once the Printer Diagnostics Monitor Console is installed please run this.

3-3UN	Printer Diagnostics Monitor - Console
User Name:	
	1.0
Password:	

Login

he monitoring	is now	setup	for this	printers	visible by	y
is machine.						

HIMMINIM

\mathbf{Y}					
Synic	Printer Diagnostics Monito	r - Console 🛛 😣			
Probe DESKTOF	P-OIFHID6 exists				
				Local Probe (DESKTOP-OIFHID6)	
Printer	Status	Settings		192.168.1.240	
					-
	ork Printers Statu vork printer status	S	Start >	Microsoft Windows 10 Pro	

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Cooling

Type in your username and password. For the console you need to use probe@company other logins will not work!

Cancel

Domain

Each company is assigned a local domain. @domain. In the domain we have two different account types which are TTTT assigned roles.

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Each account type has different objectives and usage requirements for particular types of users.

Administrator

The administrator account and role has the user name of admin. The admin account is typically held by the account owner. This account gives you access to the control panel and dashboard. TITT

SRIII

Probe

The probe account is used to authorize a local probe to authenticate the transfer of diagnostic data to the pdm cloud. A probe account only works with a local probe. It will not give access to the web interface.

Control.

Sors

Control Panel



The Control Panel is accessed through the Dashboard page. Control Panel provides information on various aspects of the PDM cloud.

The administrator account has sole access to the control panel.

View the current status of the Printer Diagnostics Monitor cloud.

Memory

Here we provide details of any service issues with the PDM cloud.

SSD

Raise a support ticket.

BIOS

On occasions you may have need to contact us with a query with the Printer Diagnostics Monitor cloud. You can send us a message using the web based form. We will get back to you within 24 hours concerning your query.

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JPS

PULL

View your subscription plan.

This details the subscription package you have subscribed to.

Hard Disk

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CO

Roles and user credentials.

TRADUCTOR DE LA COMPANY PDM uses Roles and user credentials to determine the access that user accounts have to the PDM cloud. The administrator account and role has the user name of admin. The admin account is typically held by the account owner. This account gives you access to the control panel and dashboard. The probe account is used to authorize a local probe to authenticate the transfer of diagnostic data to the pdm cloud.

Check the number of sensors deployed on your computers.

This number shows how many sensors assigned to the local probes on your computers.

Check the number of probes deployed on your computers.

This number indicates how many probes you have installed on your network computers.

Probe Setup

Install and setup a probe on a windows pc.

Interval

Set the interval between scans.

Control.

22

Email setup

Specify email addresses to get alerts.

Timezone

UPS

Set the timezone for where you live.

te

POWE

Terms of Service

View the Printer Diagnostics Monitor Terms of Service.

Download and install software

Install instructions for using Printer Diagnostics Monitor software.

Inputs

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JATA

Web.

24

BIOS

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We recommend Google Chrome and Microsoft Edge browsers. Printer Diagnostics Monitors web interface is accessed through www.syvir-pdm.com

Click on the login icon to visit the login page. Type in your credentials that were issued to you in your welcome

email.

III Dashboar

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Only administrator accounts have full access to web interface.

Printer Diagnostics Monitor

Probes:

• - • ×

[®] ☆ *** ○** :

admin@user4.uk

Unused Sensors:

٤ 🐞

Inputs

UPS

Enter

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Dashboard.

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The starting point for any web based monitoring session is the dashboard page.

This gives a quick at a glance view of the last known statuses of sensors probes and alarms.

PDM stores in the cloud the last known values from your network. The five sensor dials cover the various states of the sensors.

Probe diagnostic sensors

UP

The sensors channels are all functioning ok.

WARNING

A problem has been detected in one of the sensors channel(s).

DOWN



A serious issue has been detected in one of the sensors channel(s).

PAUSE

The sensor has been set to pause so no diagnostic data is collected.

NOT DETECTED

Not detected, in some cases PDM will not be able to retrieve WMI data for the printer sensor. Sometimes WMI data is not available for printer. It can vary from each computer vendor The not detected message doesn't mean the hardware is not in existence, just there is no complete WMI data available. In a lot of situations WMI data can be retrieved with a sensor but the data for the sensors requirements is missing...

Probe. Dolir 28

A windows based service that connects to the PDM cloud server. Each monitored PC has its own Probe. This is designated by the computer name.

BIOS

The hierarchical structure of PDM places the probe as the most powerful item in a pc deployment.

Probe status

UP

1

The probe is functioning ok. emory

DOWN

SSD

The probe is either not running or the pc that the probe is on has been switched off.

-

Data is transferred to the PDM cloud using HTTPS, UPS a constant internet connection is required to transfer data.

Delete probe

Internet

From the probe directory view open the User hierarchical structure to list Probes on your network connected to the PDM cloud.

Select the probe you wish to delete. Click on the delete probe icon. All data will be deleted along with the sensors attached to the probe..

Sensors.

30

The probe contains a printer sensor that uses WMI technology to monitor the current state of the network printers. A sensor is deployed to monitor network printers. Sensors contain channels for multiple printers. Diagnostic data is received for each printer channel that's in use with a deployed printer sensor.

The sensor contains upto 40 printer channels. i.e it will monitor upto 40 printers.

Sensor Status values

UP

The sensors printer channels are all functioning ok.

WARNING

A problem has been detected in one of the sensors printer channel(s).

DOWN



A serious issue has been detected in one of the sensors printer channel(s). This will trigger an alarm.

PAUSE

The sensor has been set to pause so no diagnostic data is collected.

NOT DETECTED



On deployment the printers have not been detected.

This could be for a number of reasons. i.e. the printer doesn't exist on this system.

Other reasons for not detected status. In our experience if there is no data there, then no data will appear in the future. The not detected message doesn't mean the printer is not in existence, just there is no complete WMI data available. In a lot of situations WMI data can be retrieved with a sensor but the data for the sensors requirements is missing...

puts

Add Printer Sensor.

32

Add monitoring sensor to probe. Select the Printers page.

By default when you create a local probe the Printers Sensor is automatically created.

To view the Printers sensor state.

From the probe directory view open the User hierarchical structure to list Probes on your network connected to the PDM cloud.

BIOS

Memory

🖬 User: admin@user4.uk

- E Probe (DESKTOP-OIFHID6)
 - Diagnostics
 - 🤄 🕨 Prin
- Probe (DESKTOP-HBA9GC2)
- 🖭 🔎 Probe (customer-PC)

You can change the default properties for the sensor

Settings

Email

Emails alerts for the selected sensor. Email alerts are notified using email if you are monitoring the network. Check the box to enable email alerts.

To view printer channels click on a printer in the printer directory.

XRX9C934E618C4F Xerox Phaser 6020-00000 Xerox Phaser 3320 XPS Xerox Phaser 3320 PS Xerox Phaser 3320 OneNote (Desktop) Microsoft XPS Document Writer Microsoft Print to PDF HP1CE475 (HP Officejet 7610 series)

Fax

Enter

nputs

SSD

Alarms.

Alarms are produced when a sensor is set to WARNING o DOWN.

2

34

DOWN



WARNING

The alarm takes the form of an email, when set, for the sensor that is changed.

View the current alarms.

From the probe directory view open the User hierarchical structure to list alarms on your network connected to the PDM cloud.

- User: admin@user4.uk

Printer Diagnostics 11 Printer Diagnostics_12 Printer Diagnostics_13 Printer Diagnostics_14 Printer Diagnostics_15 Printer Diagnostics_16 Printer Diagnostics_16 Printer Diagnostics 17 Printer Diagnostics 18 Printer Diagnostics_19 Printer Diagnostics_20 Printer Diagnostics_21 Printer Diagnostics_22 Printer Diagnostics 23 Printer Diagnostics 24 Printer Diagnostics_25

Alarm

Once an alarm is created an email alert is sent to the designated email address.

AND DE REAL PROPERTY.

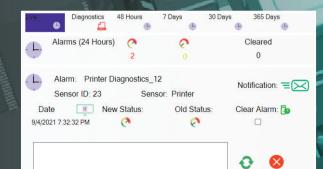
A notification icon indicates that an email has been sent to the designated email address.

Clear Alarms

Clear Alarm: 🏊 \checkmark

Select clear alarm and then the

update icon. This clears the alarm.



Alarm Diagnostics.

36

Alarm diagnostics Sensors dials are color coded to reflect the status of the sensor. Green = UP. Where a problem has been detected by the sensor, the dial will indicateYellow = Warning. A dial that indicates Red= Down.

BIOS

To view printers channel data select the Click on printer.

Click on the printer to view channel data.

OneNote (Desktop)

XRX9C934E618C4F

Xerox Phaser 6020-00000

Xerox Phaser 3320 XPS

Xerox Phaser 3320 PS

Xerox Phaser 3320

Microsoft XPS Document Writer

Microsoft Print to PDF

HP1CE475 (HP Officejet 7610 series)

- Pax

SSD

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<u>e</u> .	4						
0		8					
1	4	1	4		4	<u> </u>	4

Printers Diagnostics:

In the printers diagnostics box, is a icon represenation for each printer or driver that is mapped to a channel. Click on the printer channel icons to retrieve properties for the particular printer channel. Properties diagnostics are available for each Puts printer channel. Alarm Report.

38

BIOS

In some instances data can be basic. In most instances you should be able to retrieve the Status of the Channel.

Usually this is a generic message of "OK"

Printer Properties: Xerox Phaser 3320 XPS	
Status : Error	C
Status Info :	0
Availability:	0
Config Manager Error Code:	
Device is working properly.	0
Error Description:	
Last Error Code:	
Extended Printer Status:	
Other	2
Extended Detected Error State:	11
No Paper	C

A support engineer will require details of any problems found.

SSD

Reporting diagnostic problems.

With PDM its possible to email a front line engineer a report on the problem that is flagged up. Click on the email icon.

Printer Properties: Xerox Phaser 3320	
Status: Error	
Status Info:	- 1
Availability:	
Config Manager Error Code: Device is working properly.	
Error Description:	
Last Error Code:	
Extended Printer Status: Unknown	
Extended Detected Error State:	



The report shows any problems found with the printer channels properties diagnostics. This report can than be emailed. te

UPS

Properties.

40

Each printer has properties. Depending on the printer. These are the main properties...some sensors will use all of the properties, other sensors will just use one or two properties.

Status Returns the status on the selected component.

THE REAL PROPERTY. Status Info Returns the status info on the selected component

Availability Returns the availability of the current component.

ConfigManagerErrorCode Returns the ConfigManagerErrorCode of the current component.

Error Description Details any error message on the current component.

B10: Last Error Code Returns the last error code of the current component.

Extended Printer Status Returns the last Printer Status message.

Extended Detected Error State Returns the last Extended Detected Error State message.

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Diagnostics.

42

Every time a probe scans the pc network printers diagnostic data is retrieved for the purpose of pinpointing more accurately where a problem exists.

To view printers channel data select the Diagnostics page.

From the probe directory view open the User hierarchical structure to list Probes on your network connected to the PDM cloud. Select the probe you wish to view.



Click on Diagnostics to view the last status of the printer sensor on that probe. Sensors dials are color coded to reflect the status of the sensor. Green = UP. Where a problem has been detected by the sensor, the dial will indicateYellow = Warning. A dial that indicates Red= Down.

To view printers channel data select the Click on printer. Click on the printer to view channel data.

- Xerox Phaser 3320 PS
- Xerox Phaser 3320
- Microsoft XPS Document Writer
- Microsoft Print to PDF
- PICE475 (HP Officejet 7610 s
- 🖉 Fax

In the printers diagnostics box, is a icon represenation for each printer or driver that is mapped to a channel. Click on the printer channel icons to retrieve properties for the particular printer channel. Properties diagnostics are available for each printer channel.

In the system box is a generic pc view, Sensor channels are mapped to the hardware.

Printers Diagnostics:

<u>_</u>	<u> </u>	<u> </u>	□	<u> </u>	4	
	<u> </u>	<u>_</u>			<u> </u>	
<u> </u>	4	8				
<u> </u>	8	8	8		<u> </u>	

Coolina

In some instances data can be basic. In most instances you should be able to retrieve the Status of the Channel. Usually this is a generic message of "OK"

BIOS

A support engineer will require details of any problems found.

Printer Pro	operties:	
Status :	Unknown	
Status Info	0:	0
Availabilit	y:	0
Config Ma	anager Error Code:	
	Device is working properly.	

Error Description:

Last Error Code:

Extended Printer Status:

Unknown

Extended Detected Error State:

SSD

Click o





0

0

Reporting diagnostic problems.

With PDM its possible to email a front line engineer a report on the problem that is flagged up. Click on the email icon.

0: techsupport@syvir.com	*
Printer Properties: Xerox Phaser 3320	
itatus: Error	
itatus Info:	
wailability:	
onfig Manager Error Code: Device is working properly.	
rror Description:	
ast Error Code:	
xtended Printer Status: Unknown	
xtended Detected Error State:	-
	1.



The report shows any problems found with the printer channels properties diagnostics. This report can than be emailed.

Log and Reports.

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rs

BIOS

Log messages are produced by the local service probe each time a specific action such as a diagnostic scan is started. Error messages produced by the local service probe are stored in the pdm cloud.

These messages are accessed through the Log page. Each log entry provides details of the message and status of the probe.

A code is produced that hyperlink to further details of the log entry.

				(🖉 🌻 🛛 🙎 Logged in as: admir	n@user4.uk
	7 Days	~				
$\langle \mathbf{r} \rangle$						
		8				
ĽЦ						
Q	Name	Probe	Date	Status	Message	Code
	Probe	DESKTOP-OIFHID6	10/23/2021 2:19:19 PM	(Probe: Diagnostic scan started	p:DScan
	Probe	DESKTOP-OIFHID6	10/23/2021 3:19:20 PM		Probe: Diagnostic scan started	p:DScan
L_	Probe	DESKTOP-OIFHID6	10/23/2021 4:19:21 PM		>Probe: Diagnostic scan started	p:DScan
-	Probe	DESKTOP-OIFHID6	10/23/2021 5:19:21 PM		Probe: Diagnostic scan started	p:DScan
L L	Probe	DESKTOP-OIFHID6	10/23/2021 6:19:22 PM		Probe: Diagnostic scan started	p:DScan
	Probe	DESKTOP-OIFHID6	10/23/2021 7:19:22 PM		Probe: Diagnostic scan started	p:DScan
IP	Probe	DESKTOP-OIFHID6	10/23/2021 8:19:22 PM		Probe: Diagnostic scan started	p:DScan
	Probe	DESKTOP-OIFHID6	10/23/2021 9:19:24 PM		Probe: Diagnostic scan started	p:DScan
	Probe	DESKTOP-OIFHID6	10/23/2021 10:19:24 PM		Probe: Diagnostic scan started	p:DScan
	Probe	DESKTOP-OIFHID6	10/23/2021 11:19:25 PM		Probe: Diagnostic scan started	p:DScan
	Probe	DESKTOP-OIFHID6	10/24/2021 11:49:01 AM		Probe: Diagnostic scan started	p:DScan
~	Probe	DESKTOP-OIFHID6	10/24/2021 12:51:34 PM		Probe: Diagnostic scan started	p:DScan
	Probe	DESKTOP-OIFHID6	10/24/2021 1:51:35 PM		Probe: Diagnostic scan started	p:DScan
2	Probe	DESKTOP-OIFHID6	10/24/2021 2:51:35 PM		Probe: Diagnostic scan started	p:DScan
:	Probe	DESKTOP-OIFHID6	10/24/2021 3:51:36 PM		Probe: Diagnostic scan started	p:DScan
	Probe	DESKTOP-OIFHID6	10/24/2021 4:51:37 PM		Probe: Diagnostic scan started	p:DScan
	Probe	DESKTOP-OIFHID6	10/24/2021 5:51:36 PM		Probe: Diagnostic scan started	p:DScan
	Probe	DESKTOP-OIFHID6	10/24/2021 6:51:38 PM		Probe: Diagnostic scan started	p:DScan
	Probe	DESKTOP-OIFHID6	10/24/2021 7:51:38 PM		Probe: Diagnostic scan started	p:DScan
	Probe	DESKTOP-OIFHID6	10/24/2021 8:51:40 PM		Probe: Diagnostic scan started	p:DScan

SSD

Various reports about your Printer sensors and probes, alarms along with codes and error codes.

Date	Probe	Messag
9/22/2021 4:04:46 PM	DESKTOP-OIFHID6	Printers
9/22/2021 4:20:53 PM	DESKTOP-HBA9GC2	Printers
9/22/2021 4:30:09 PM	customer-PC	Printers
9/24/2021 10:43:17 AM	DESKTOP-OIFHID6	Printers
9/24/2021 10:47:51 AM	DESKTOP-OIFHID6	Printers
9/24/2021 10:59:00 AM	DESKTOP-OIFHID6	Printers
9/24/2021 11:16:18 AM	DESKTOP-OIFHID6	Printers
9/24/2021 11:23:58 AM	customer-PC	Printers
9/24/2021 11:35:23 AM	DESKTOP-OIFHID6	Printers
9/24/2021 11:43:24 AM	customer-PC	Printers
9/24/2021 11:43:35 AM	DESKTOP-OIFHID6	Printers
9/24/2021 11:52:28 AM	customer-PC	Printers
9/24/2021 12:51:03 PM	customer-PC	Printers
9/24/2021 4:39:14 PM	DESKTOP-HBA9GC2	Printers
9/24/2021 4:39:37 PM	DESKTOP-HBA9GC2	Printers
9/24/2021 8:38:25 PM	customer-PC	Printers
10/4/2021 12:38:00 PM	DESKTOP-OIFHID6	Printers
10/15/2021 3:12:02 PM	DESKTOP-OIFHID6	Printers
10/21/2021 11:32:58 AM	DESKTOP-OIFHID6	Printers

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Inputs

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Printer Diagnostics Monitor

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