



FleetView™ Print Management Software

Overview

FleetView will allow us to better monitor and manage your printing devices, so we can continue to provide you the best possible service and customer experience. This software will allow us to monitor and fulfill supply levels, automate meter collections, and help diagnose problems before they occur.

How it Works

FleetView collects printer and copier metrics using the FleetView Data Collection Agent (DCA). The DCA is a software application that is installed on a networked computer running Windows 2000/XP or higher. The DCA does not require a dedicated computer.

The DCA runs as a Windows service, allowing it to operate 24/7 and collect printer data. It uses one-way communication only and the data collected is sent via HTTPS (Port 443) to the FleetView secure web server. The DCA collects device data using SNMP (Simple Network Management Protocol), ICMP (Internet Control Message Protocol), and optionally PDL (Printer Job Language). The DCA gathers printer metric data SNMP and ICMP at regular intervals from printer and multi-function peripheral devices on your network.

Data Collected

No personal or user data are collected with the DCA. Only information that is stored in the MIB (Management Information Base) of the devices is collected, such as page counts, toner levels, device description, and device status. The use of FleetView software applications will not have an impact on compliance with the Health Insurance Portability & Accountability Act (HIPAA) for covered entities. This is because the applications do not collect, house, or transmit any information regarding the content of print jobs, and thus have no way of accessing, housing, or transmitting electronic Protected Health Information (ePHI) as defined by HIPAA.

Network & System Requirements

- TCP/IP configured
- Port 443 (HTTPS) must be open for automatic transmission of collected data
- Hardware: Non-dedicated Desktop PC or Server powered on 24/7
- Operating System: Windows 2000/XP or higher
- Microsoft .NET framework Installed