

SumnerOne Data Collection Agent (DCA) Migration to Predictive Insight FAQ

What is this about?

SumnerOne is transitioning to a new Managed Print Services Data Collection Agent. We are moving from Printfleet to Predictive Insight.

What is the SumnerOne Data Collection Agent:

The SumnerOne DCA software is a software application that is installed to your network that collects critical meter, performance, and supply level data from multifunction print devices and copiers to support our Managed Print Services customers.

Who is Predictive Insight?

Predictive Insight is part of EKM Global. They are a world leading managed print service (MPS) software supplier with over 20 years of experience in delivering performance-based software and products for companies, enterprises, managed service providers, OEM manufacturers, resellers, and wholesalers.

Why are you moving to Predictive Insight?

Our move to Predictive Insight empowers us to achieve a higher quality of service by focusing on key improvements to service, supply, and support. This new agent has been meticulously chosen for its advanced technology, robust security measures, and its ability to streamline and improve the data collection process.

What type of information is collected?

Types of information collected.

The information sent is only the information needed for remote printer service management. This information falls into three core categories of Asset data, Consumable status data, Service incident or alert data:

The asset data provides core details about each printer asset:

- What the make/model.
- Asset identifiers (anonymous database record ID, Serial No., MAC address, hostname)
- Location identifiers electronic and physical if available within the device and mapped (IP address, hostname, physical location, or zone name)
- Page count or meter readings

The current consumable status information for each printer asset

- What the consumable item is (toner, ink, drum, waste toner bottle, its color, its description and an anonymous consumable record ID)
- The consumable(s) status (current level, maximum level, and status codes if applicable)
- Page counts at that status point
- Time and date stamps

The current service alert conditions reported by the printer.

- What the alert is (the description, an anonymous alert record ID)
- The alert details (the alert code, the error code if available, the alert class, the alert severity, the alert training level required to resolve the issue)
- Page counts at that status point
- Time and date stamps

No user data, no print job data nor content is collected, recorded, or transmitted by the system.

Does the DCA collect any personal information?

No, the DCA does not collect any information related to the user or content of what is printed.

Is Predictive Insight secure?

The DCA software is hosted by Predictive Insight and is a Secure private cloud service. It is secure and offers no threat to network security. It operates through outbound communication only and communicates to the printing devices through SNMP (Simple Network Management Protocol). Collected data is sent through HTTPS and is 128-bit encrypted using SSL (secure socket layer) protocol.

As standard, Insight uses Microsoft Azure cloud computing services. This provides the ability to select the region or country in which your printer service data is stored. Microsoft Cloud computing services have met stringent data protection rules (their portfolio has over 90 compliance offerings) across the globe, one of few companies so far to receive TM such approvals.

Please see the Predictive Insight Security and Protocols White Paper on our SumneOne website.

Is Predictive Insight HIPAA Compliant?

Yes, the new DCA is HIPAA compliant, however the use of DCA software applications will not have an impact on compliance with the Health Insurance Portability & Accountability Act (HIPAA) for covered entities. This is because these software 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. For more information about HIPAA, visit <http://www.hhs.gov/ocr/hipaa/>

Is Predictive Insight Sarbanes-Oxley Compliant?

Sarbanes-Oxley compliance is not affected by usage of a DCA. DCA software is not intended to be used as part of an internal control structure as outlined in Section 404: Management Assessment of Internal

Controls but will not interfere with these controls. Information Technology controls are an important part of complying with Sarbanes-Oxley. Under this Act, corporate executives become responsible for establishing, evaluating, and monitoring the effectiveness of internal control over financial reporting. There are IT systems in the market that are designed specifically for meeting these objectives. The DCA software is not designed as an IT control system and will not interfere or put at risk other systems that are intended for that purpose. For more information about Sarbanes-Oxley, visit <http://thecaq.aicpa.org/Resources/Sarbanes+Oxley/>

What can I expect during this transition?

The transition will be smooth and seamless. Watch your e-mail as the contact we have on file will be receiving two emails from MPSSupport@sumnerone.com. The first will be an Upcoming Service Announcement, a few days later the second will be a DCA Install Guide. All that is required is for you to install the DCA on your servers. Once installed, the DCA will scan your network and update our system. You do not need to contact us unless you would like assistance with the installation or have questions. For questions, please email: MPSSupport@sumnerone.com.

Do I have to wait for the e-mail, how can I request installation now? How can I get help with my installation?

Email MPSSupport@sumnerone.com to request the DCA Install Guide to be sent to you or to reach out for assistance with your installation.

Who needs to complete the installation?

The person who completes the installation will need to have Admin access to the server or PC that it is being installed on. At times, companies will have policies prohibiting installation of items to company-owned and networked machines. We recommend sending the DCA Installation to your IT Department, Help Desk, or System Administrator.

I am the wrong person to receive these e-mails or future notifications, how can I update the contact info you have?

If we have e-mailed you and you feel there is a better technical contact that should be involved, please e-mail MPSSupport@sumnerone.com with the updated contact information.

Do I need to contact you to complete the installation?

We have transferred your information from Printfleet to the new DCA. You do not need to contact us unless you would like assistance with the installation, or unless there have been changes to your IP ranges or subnets that we are not aware of. Once your installation is complete and you receive the DCA First Contact email, then the process is successful.

What changes are required on my side?

Under most circumstances, unless required by your organization, no changes are necessary.

What are the system requirements for the DCA?

System requirements:

<500 devices or PoC/Trial Dual Core 'Desktop' CPU

- 4 GB RAM
- 100 GB 7200 RPM SATA
- Gigabit Ethernet
- Windows 10 / Windows Server 2008/2016 (or above)

<5000 devices Dual Core 'Server' 2GHz CPU

- 4 GB RAM
- 250 GB 10000 RPM SATA
- Gigabit Ethernet
- Windows Server 2008/2016 (or above)

>5,000 Customer specific evaluation recommended, please contact MPSSupport@sumnerone.com

Deploying on virtual machines is fully supported. EKM Insight is a real-time monitoring application, however, and this must be considered. The EKM Insight Monitoring Server uses very little system resources but does require constant access to the LAN card to perform monitoring of the fleet, VMs need to be configured to support this method of operation to optimize performance.

The DCA software is compatible with any computer operating on Microsoft Windows or Mac. For Mac installs, please reach out to MPSSupport@sumnerone.com for the appropriate installer. It is crucial that the machine is networked and has the capability to discover and communicate with other networked printers.

What Network Ports are used?

For communication to SumnerOne DCA,

XMPP Port 5222 TCP (others can be used if they allow encrypted XML traffic e.g.443). Once initiated the session must allow two-way communications.

Please contact your MPSSupport@sumnerone.com for the URL of the Portal Server should this be required for "Whitelisting".

HTTP Port 80 for License verification only

Should I uninstall Printfleet?

No, please do not uninstall Printfleet. The new DCA can be installed on the same network server as Printfleet. It is important to the transition process that they both remain installed. Upon the completion of the new DCA setup, we will be shutting off the monitoring from Printfleet. MPSSupport@sumnerone.com will inform you of when you may uninstall Printfleet.

Where does the DCA need to be installed?

The DCA software It is highly advisable to install it on a server machine that remains online 24 hours a day, such a server environment. However, a PC consistently in use during office hours can also be utilized. It is crucial that the machine is networked and has the capability to discover and communicate with other networked printers. Please do not install the DCA on a laptop, if possible. If a laptop is your only option or your PC will not consistently be connected, please reach out to us to let us know.

What if my business has multiple locations or different print servers?

If your business has multiple locations or multiple print servers then the DCA may need to be installed on each server. The question is if the different servers can communicate with each other. If communication is open between the two and is possible, then one DCA install is acceptable, however if there is no communication between the two servers then each will need its own installation and license key. Please reach out to MPSSupport@sumnerone.com for additional license keys.

What are the installation steps?

The application needs a valid license to activate the installation. Before installation commences ensure that you have the following:

- A 12-digit activation key code, for example '11223300ab2c'.
 - The service provider licensing code, sumnerone
 - An executable installer package downloaded from the link provided.
 - System Administrator privileges. Needed to perform the installation.
1. Download the new DCA from the following link provided to you.
 2. Run the installer, it is mostly next, next, next.
 3. Once installed, you will see an Initial Settings Window:
 4. The service provider code is sumnerone (lower case)
 5. On the next screen enter the unique key for the relevant monitor:
 - a. Monitor Name – provided to you in email.
 - b. License Key – provided to you in email.
 6. The Installer will check internet connectivity and advise you of any issues.
 7. The next prompt should be to ask if you want to scan the default IP range, click YES.
 8. Click Finish.
 9. If all is successful you should see three green ticks like the below image, that means the installation is complete and you can close the window.

Can the new DCA track information on our local printing devices?

Predictive Insight is only able to track HP local devices.

Should I be concerned about heavy network traffic?

The network traffic created by the DCA is minimal and will vary depending on the number of IP addresses being scanned. The new DCA employs IDENTITY Loop which first identifies if devices are online and

maintains an up-to-date list for the other monitor loops. By focusing on online devices only, this minimizes network traffic and promotes the efficiency of data collection.

The DCA identified devices that SumnerOne does not manage, is this okay?

Yes, it is okay and expected. The new DCA is integrated with our ERP and identifies which devices are ours and which are not. Only minimal identifying information is captured on devices that are not managed by SumnerOne. Supply orders will still be based on only our equipment. No device or DCA configuration is necessary to account for non-SumnerOne devices.

Will the new DCA require more interaction between us and you?

The new DCA reduces the amount of work for the IT staff by managing and supporting their printers and copiers. The software will lower the number of help desk calls they receive on printing devices as well as all device management requirements. The software further reduces the interaction needed by allowing us to better predict issues and supply needs and by making move and change management is easier too. All will be managed by the dealer remotely. This frees up their time and resources to focus on other important IT projects.

What Alerts or Notifications will I receive?

The notifications you will receive are:

- Monitor First Contact – you will only receive this upon initial installation.
- Device Offline Notifications – notifications instructing you to restart devices found offline.
- Consumables Requested – Supply order notifications informing you of an order made.
- Others upon special request.

How does the self-healing process work, does it impact my network?

The DCA employs the following processes to help resolve the most common DCA issues. It does not attempt to make any changes to your environment or devices. All processes are applied to the DCA.

- Detection of stalled connections with automatic restart of services.
- Full integrity checking of configuration and operating parameters periodically during the day, including automatic rollback to last good backup.
- Improved DCA status response logging for remote diagnostics of any DCA issues.
- DCA memory monitor logging, including host system memory and CPU usage statistics allowing remote diagnosis of host issues.

Will the way that meters and supply information is tracked and managed change? Will the DCA affect the way I receive supply orders?

No, the metrics used to drive the timing of supply orders will be maintained and consistent with what we have had applied in the past. The predictive capabilities of the new DCA will help us improve efficiency

and ensure that these orders can always be identified and fulfilled successfully. It offers the potential to streamline ordering by combining orders by location without risking reliability.