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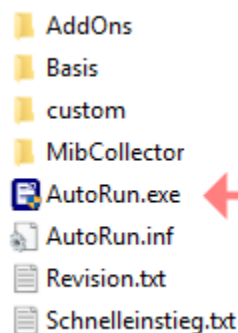
Download and installation of the client software

After successfully downloading the installation software unzip installation file with the name xxxxxxxxx.zip (we generate the file name automatically and it contains components of your email address) to the download directory on your PC.

Example: max@hampshire.co.uk → 33_max_at_hampshire_co_uk.zip

The front part of the file name is your sender ID. The installation file itself is a zip archive.

Please unpack the zip archive first. To do this, mouse over the file and press the right mouse button. Then choose "Extract everything". You can unpack the zip archive directly to the download directory. A directory will be created in the download directory with the name of your customer ID. Please change to this directory and execute the file Autorun.exe.



You must have the right to install software on your PC.
The first thing to appear is a notepad text. After reading the text you can close the text.

Important is the tip to change your password after a successful login during the installation process.

```
Quickstart for the printer4you.com Online-Management (OM) software

The OM software is installed on a 32 or 64 Bit Windows (Vista, 7, 8, 8.1,
Server 2008, Server 2008 R2, Server 2012, Server 2012 R2) based PC. There are no special requirements for the PC hardware.
The software can also be installed within virtual environments, running the operating systems listed above.

The software consists of a client and a server part. The client part retrieves cyclically information like
meter readings, toner level, error states, etc from the monitored printing systems and reports this gathered
information to the server part for analysis. Here the information is stored into a data base. For that,
the software installs a MS-Access compatible data base. For using the OM software with larger amounts of data,
it is recommended to install the Microsoft SQL Server Express or Microsoft SQL Server software.

The OM client and server part of the printer4you.com Online-Management software can either be installed on one single
PC hardware, resp. virtual environment, or they can be installed on separate PC or virtual environments.
This allows installing the client part at the customer sites, while the server part is installed centralized
at the dealer site. During the installation, the installation program asks for a decision whether OM client
and server part should be installed on a common environment, or whether they should be installed on separate
environments.

The PC resp. the virtual environment, where the OM client software has been installed, has to allow SNMP network
access to the printing systems that should be monitored, and, depending on the selected way of communication
between OM client and OM server, either accessing an e-mail-server for sending out emails, or establishing a TCP/IP
based XML-RPC connection to the OM server has to be possible. The correspondent ports at the local firewall have to
be opened for that:

For SNMP queries of printing systems: Port 161 (UDP)
For TCP/IP XML-RPC communication to the OM Server, if configured: port 52004
For e-mail communication to the OM server, if configured: Port 25 (TCP) resp. Port 465 (TCP) when using SSL
For the local communication between the OM client and the appropriate web-based configuration GUI,
the ports 52005 (TCP) and 52050 (UDP) have to be opened

The PC, resp. the virtual environment, where the OM server software has been installed, has to allow, depending on
the selected way of communication between OM client and OM server, either accessing an e-mail server for receiving
e-mails, or establishing a TCP/IP based XML-RPC connection to the OM client. The correspondent ports at the local
firewall have to be opened for that:

For TCP/IP XML-RPC communication to the OM client, if configured: port 52004
For e-mail communication with the OM Client, if configured: port 110 (TCP) resp. Port 995 (TCP) when using SSL
For sending notification mails: Port 25 (TCP) resp. Port 465 (TCP) when using SSL
For the local communication between the OM server and the appropriate web-based configuration GUI, the
ports 80 (TCP) and 52050 (UDP) have to be opened

For the first access to the web-based administration and configuration GUI of OM client and server, please use the
default login data below:

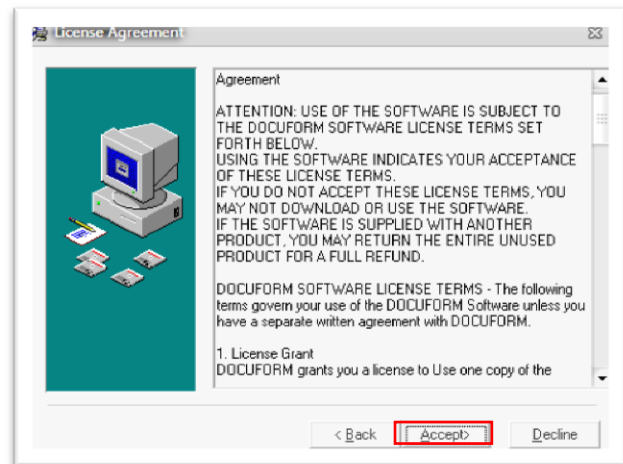
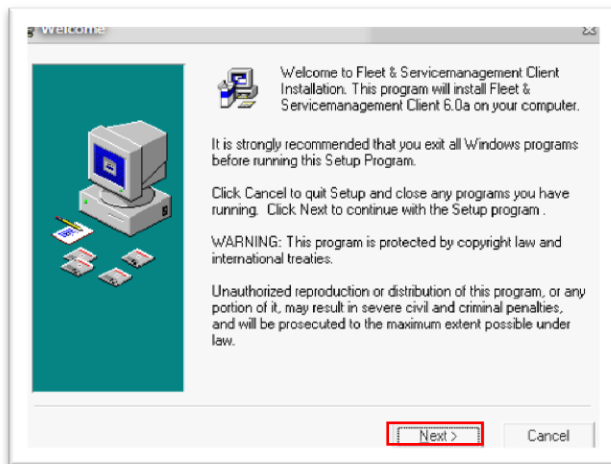
OM client:
  Password:      superadmin

OM server:
  Login name:    superadmin
  Password:      superadmin

Please change the passwords immediately after your first login.

Additional information about configuration, and working with the printer4you.com Online-Management software is available
in the help pages of the web applications.
```

Press the button [Next>](#) and confirm that you accept the licence terms & conditions with [Accept>](#).

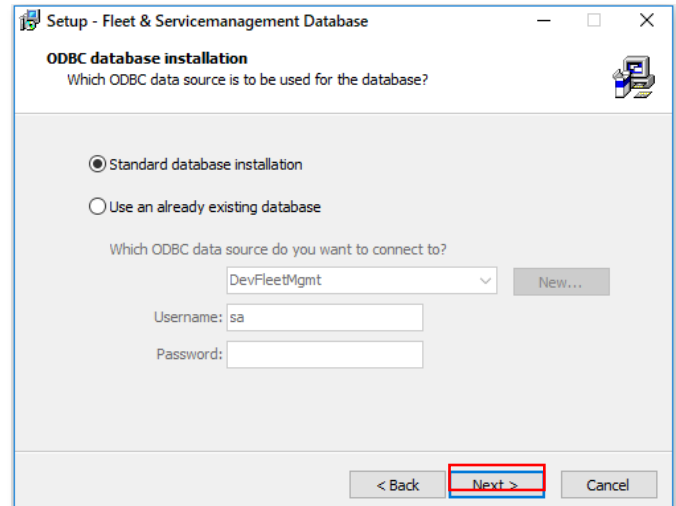
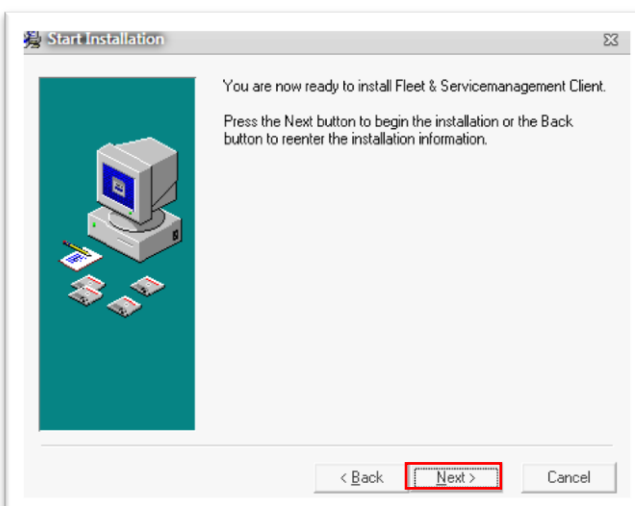
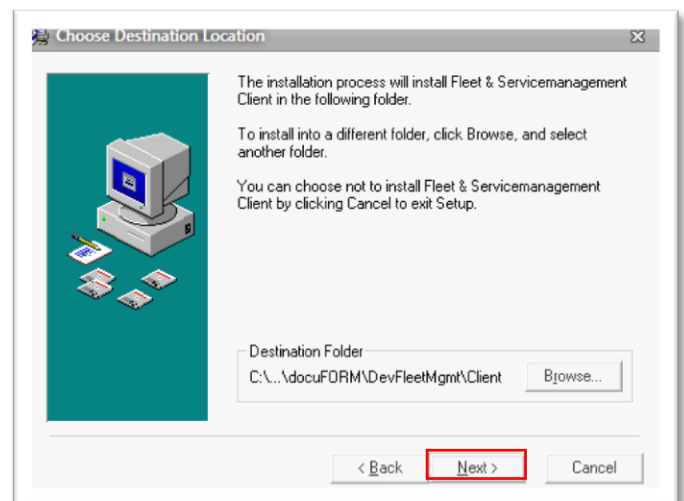


Please enter your sender identification here and press the [Next>](#) button.

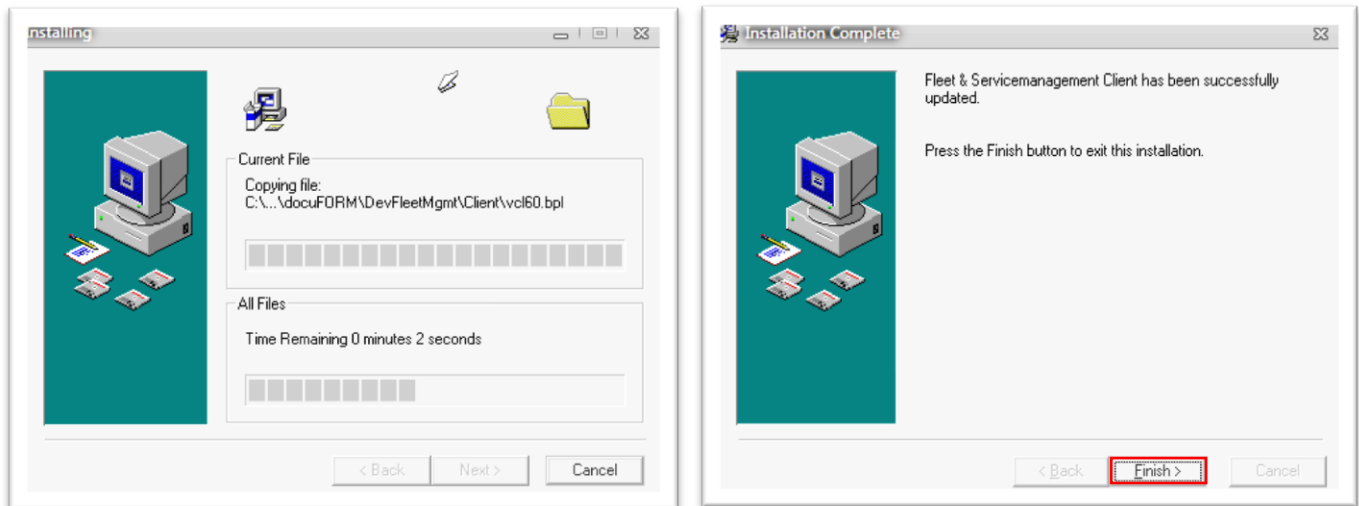
Example: 33_max_at_hampshire_co_uk.zip → "33_max_at_hampshire_co_uk" (Your sender ID number)

The sender ID is the first part of the installation file. Then select the installation directory and set up a [standard database](#) and click the [Next>](#) button

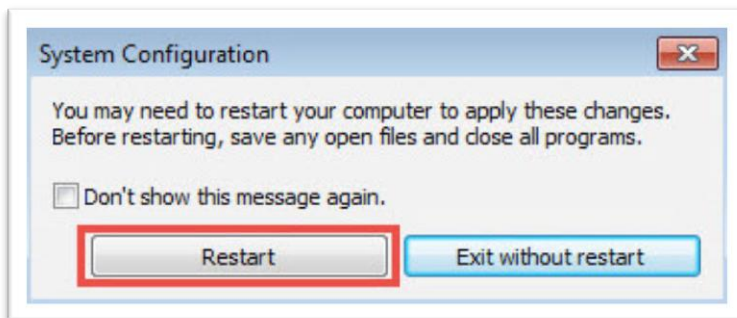
The installation is done.



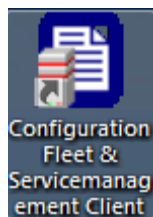
After a successful installation click the finish button *Finish>*



If the message *"The system must be restarted"* appears after the successful installation, confirm this with *Yes*.



After successful installation, an icon called Configuration Fleet & Service Management appears on the desktop of your PC



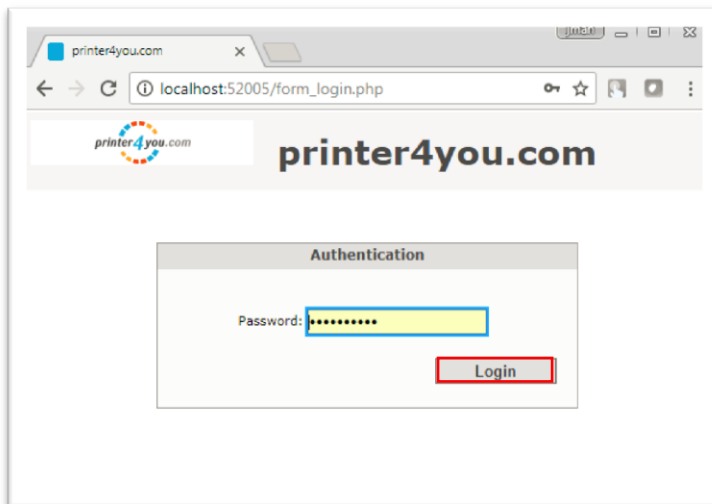
You're done and your online management is ready to go. For any questions about installation, please contact: info@printer4you.com or call us on: +44 20 3936 8052

Technical manual

Login fleet & service management

Printer4you.com - Fleet & Service Management is a web-based application that opens in the web browser.

Please log in (for the first time) with the password: *superadmin*.



After a successful login, the program overview is displayed.

Menu overview printer4you.com – Fleet & service management

The menu items are displayed on the left side. On the right side the content for each menu item is displayed.

Menu items:

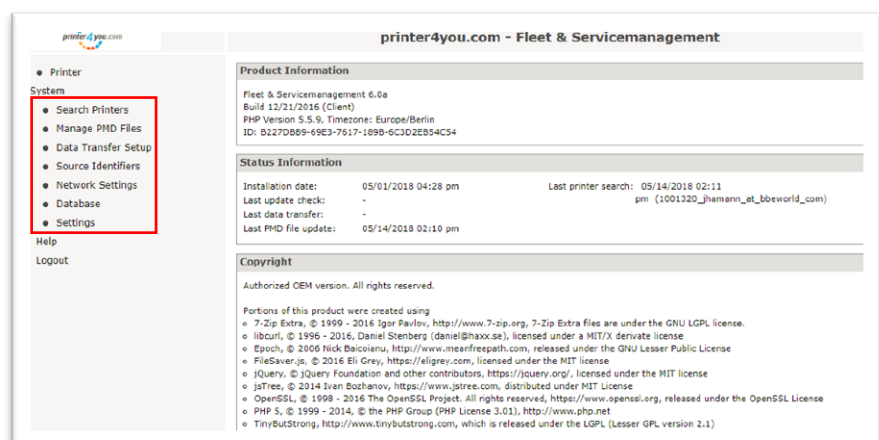
- *Printer*

System

- *Search Printers*
- *Manage PMD files*
- *Data Transfer Setup*
- *Source Identifiers*
- *Network settings*
- *Database*
- *Settings*

Help

Log in/Log out



Menu item settings

In the settings menu, you can change the login password, set an email recipient for system messages, and specify the field separator for data exports in csv format.

System password

Please change the system password after installation. The current password after the first login is *superadmin*.

The screenshot shows the 'Settings' page of the printer4you web interface. The left sidebar contains a menu with the following items: Printer, system, Search Printers, Manage PHD Files, Data Transfer Setup, Source Identifiers, Network Settings, Database, Settings (highlighted), Help, and Logout. The main content area is titled 'Settings' and contains four sections: 'Software Update' with a text field for 'HTTP(S) update server address' (set to https://solutions4printer.com), a checkbox for 'Valid SSL certificate required' (checked), a checkbox for 'Check and install software updates automatically' (checked), and a 'Check for update' button; 'System Password' with fields for 'Current Password' (masked with asterisks), 'New Password', and 'Verify Password'; 'System Events' with an 'E-mail receiver' field (set to max@hampshire.co.uk); and 'CSV files' with a 'Field delimiter' dropdown menu and a checkbox for 'Delete printers that are not listed in csv import files anymore'. At the bottom right are 'Apply' and 'Help' buttons.

You can enter an email address in the system messages area. System messages are sent to this email address.

System messages and CSV files

At the bottom, you can change the field delimiter for csv exports / imports.

If you import the csv import printer into the client software, you can choose whether or not printers that are not contained in the import file but are already known in the client should be removed.

See also the menu item 'Printer'.

This is an identical screenshot to the one above, showing the 'Settings' page of the printer4you web interface. The left sidebar contains a menu with the following items: Printer, system, Search Printers, Manage PHD Files, Data Transfer Setup, Source Identifiers, Network Settings, Database, Settings (highlighted), Help, and Logout. The main content area is titled 'Settings' and contains four sections: 'Software Update' with a text field for 'HTTP(S) update server address' (set to https://solutions4printer.com), a checkbox for 'Valid SSL certificate required' (checked), a checkbox for 'Check and install software updates automatically' (checked), and a 'Check for update' button; 'System Password' with fields for 'Current Password' (masked with asterisks), 'New Password', and 'Verify Password'; 'System Events' with an 'E-mail receiver' field (set to max@hampshire.co.uk); and 'CSV files' with a 'Field delimiter' dropdown menu and a checkbox for 'Delete printers that are not listed in csv import files anymore'. At the bottom right are 'Apply' and 'Help' buttons.

Automatic Software Updates

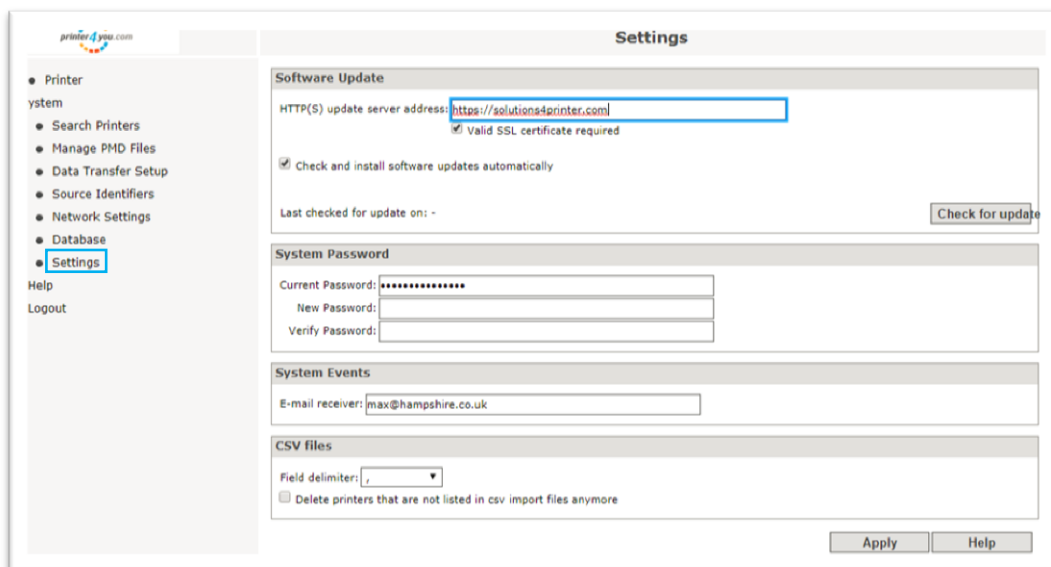
As of version 6.0x it is possible to automate software updates of the client.

The required entries <https://solutions4printer.com> are automatically entered during installation.

About the re-direct

Automatically search for updates and apply them

You can determine if this should happen automatically.



The screenshot shows the 'Settings' page of the printer4you management client. The left sidebar contains a menu with options: Printer, System, Search Printers, Manage PMD Files, Data Transfer Setup, Source Identifiers, Network Settings, Database, Settings (highlighted), Help, and Logout. The main content area is titled 'Settings' and contains four sections:

- Software Update:** Includes a text field for 'HTTP(S) update server address' containing 'https://solutions4printer.com', a checked checkbox for 'Valid SSL certificate required', a checked checkbox for 'Check and install software updates automatically', a 'Last checked for update on: -' label, and a 'Check for update' button.
- System Password:** Includes three password input fields: 'Current Password:', 'New Password:', and 'Verify Password:'.
- System Events:** Includes an 'E-mail receiver:' label and a text field containing 'max@hampshire.co.uk'.
- CSV files:** Includes a 'Field delimiter:' dropdown menu and a checkbox labeled 'Delete printers that are not listed in csv import files anymore'.

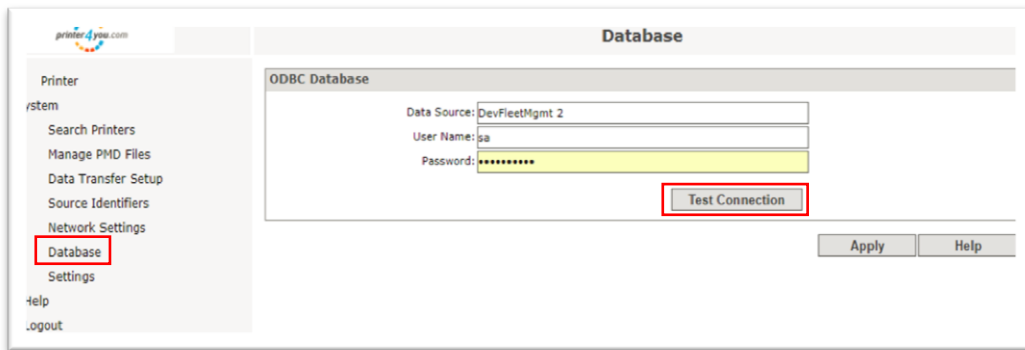
At the bottom right of the settings area are 'Apply' and 'Help' buttons.

Menu item database

In the menu item Database, you will see the name of the database (data source), which was a default suggestion during installation. This database stores local information about your printers.

In the default setup, the password of the user “sa” empty.

Here you can test the database connection.



Note: For larger installations with more than 200 printers, you should use a different database other than the default database. In such cases, please contact printer4you.com directly.

Menu item network

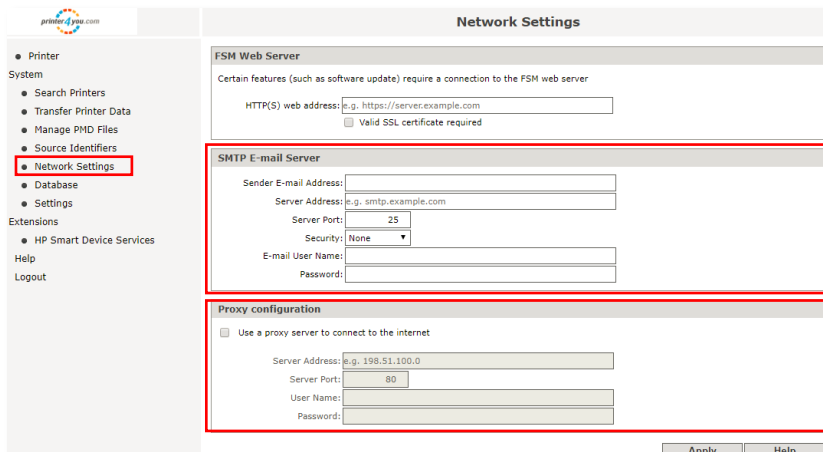
SMTP-Server

In the Network menu, changes can be made to the mail server settings (SMTP server).

If the transmission method in the menu item ‘Data transmission’, within the Data transmission area, as the Mail method has been selected, then the entries for the mail server must be made here.

When the transmission method in the *menu item Data transmission*, has been selected, then entries for the mail server must be made here.

By default, use the standard *https*.



Proxy-configuration

In the proxy configuration area, you must enter the required information when using a proxy server.

Important!

If you use a proxy server on the PC on which the client software was installed and do not enter it here, the PMD files will not be updated automatically in the menu item *Manage PMD files*.

Menu item Sender ID

The menu item Sender ID displays the sender ID entered during the installation of the software.

Change this sender ID only after consultation with printer4you.com.

Menu item Data Transfer

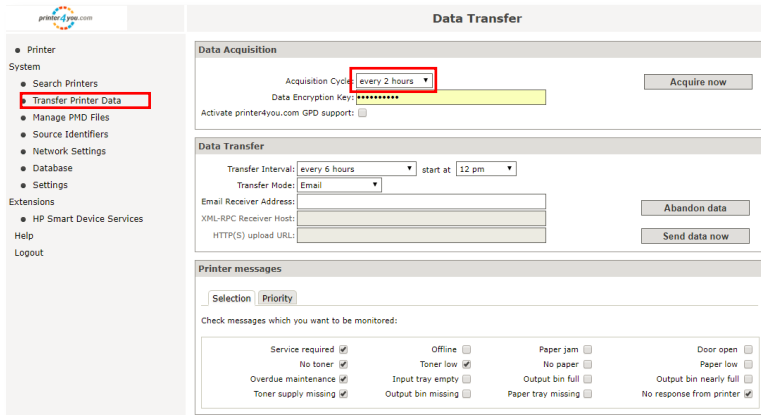
The following settings are made in the menu item Data transfer:

The data collection cycle, the data transfer method and frequency, and the printer messages.

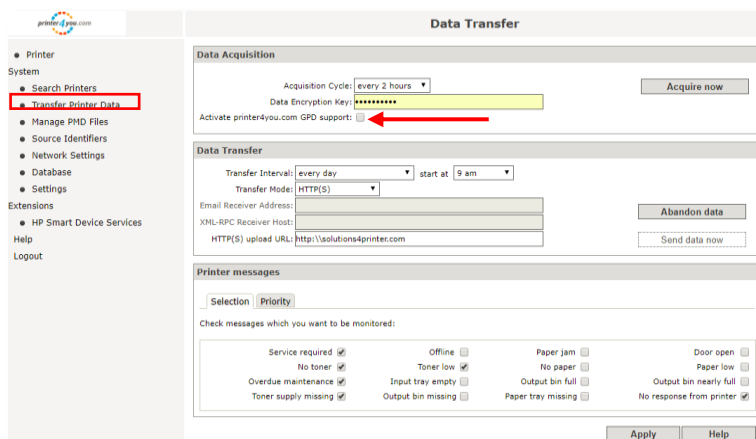
The collection of data from your network printers is independent of the frequency of data transmission to the printer4you.com website.

Data collection:

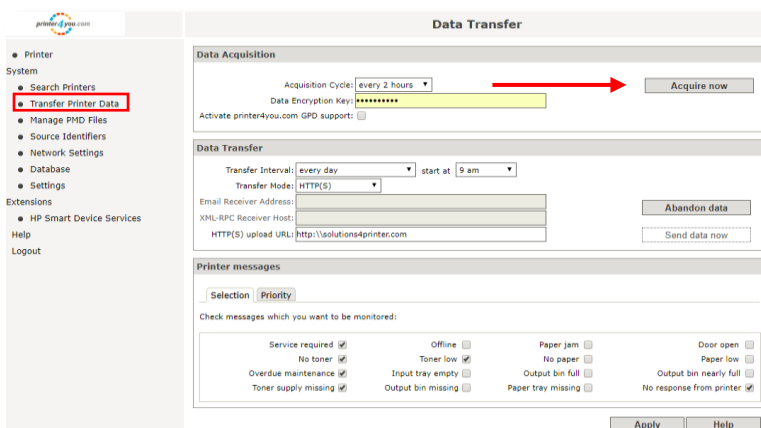
The data collection cycle can be selected via the drop-down menu Minimum Collection Cycle. As a standard **2 hours** are selected.



Please don't activate the check box "Activate printer4you.com GPD support".



By clicking on the button Enter data now you can search your network areas stored in the menu item "Search for printers" for printers regardless of the acquisition cycle.



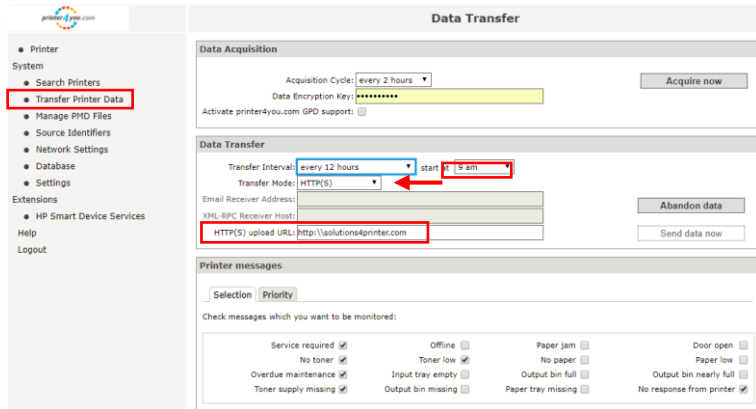
Data transmission

The Data Transfer section determines the transmission method used to transfer your printer data to the printer4you.com website

As a standard [https](#) is used. In this section it can also be determined how often and at what time of day data is transferred to printer4you.com. By default, this is every 12 hours, starting at 9:00.

Important!

An increase in the data transfer interval does not automatically result in better data about your printers. As the basis to conduct re-ordering, obtaining consumable level information twice a day is usually sufficient.



Data Transfer

Data Acquisition

Acquisition Cycle: every 2 hours Acquire now

Data Encryption Key: *****

Activate printer4you.com GPD support: ☐

Data Transfer

Transfer Interval: every 12 hours start at: 9 am

Transfer Mode: HTTPS

Email Receiver Address:

XML-RPC Receiver Host:

HTTPS upload URL: http://solutions4printer.com Abandon data

Send data now

Printer messages

Selection Priority

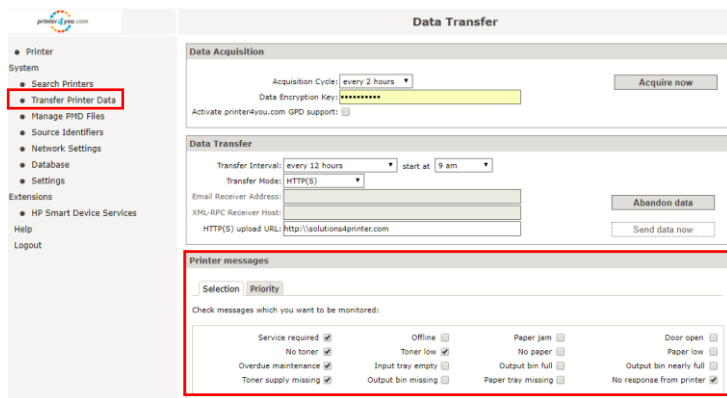
Check messages which you want to be monitored:

<input checked="" type="checkbox"/> Service required	<input type="checkbox"/> Offline	<input type="checkbox"/> Paper jam	<input type="checkbox"/> Door open
<input checked="" type="checkbox"/> No toner	<input checked="" type="checkbox"/> Toner low	<input type="checkbox"/> No paper	<input type="checkbox"/> Paper low
<input checked="" type="checkbox"/> Overdue maintenance	<input type="checkbox"/> Input tray empty	<input type="checkbox"/> Output bin full	<input type="checkbox"/> Output bin nearly full
<input checked="" type="checkbox"/> Toner supply missing	<input type="checkbox"/> Output bin missing	<input type="checkbox"/> Paper tray missing	<input checked="" type="checkbox"/> No response from printer

Printer messages

The Printer Messages section allows you to set whether and, if so, which information from your printer is transferred to the printer4you.com website.

All informational messages selected in the [Selection](#) tab will be sent to the printer4you.com website, depending on the transmission interval.



Data Transfer

Data Acquisition

Acquisition Cycle: every 2 hours Acquire now

Data Encryption Key: *****

Activate printer4you.com GPD support: ☐

Data Transfer

Transfer Interval: every 12 hours start at: 9 am

Transfer Mode: HTTPS

Email Receiver Address:

XML-RPC Receiver Host:

HTTPS upload URL: http://solutions4printer.com Abandon data

Send data now

Printer messages

Selection Priority

Check messages which you want to be monitored:

<input checked="" type="checkbox"/> Service required	<input type="checkbox"/> Offline	<input type="checkbox"/> Paper jam	<input type="checkbox"/> Door open
<input checked="" type="checkbox"/> No toner	<input checked="" type="checkbox"/> Toner low	<input type="checkbox"/> No paper	<input type="checkbox"/> Paper low
<input checked="" type="checkbox"/> Overdue maintenance	<input type="checkbox"/> Input tray empty	<input type="checkbox"/> Output bin full	<input type="checkbox"/> Output bin nearly full
<input checked="" type="checkbox"/> Toner supply missing	<input type="checkbox"/> Output bin missing	<input type="checkbox"/> Paper tray missing	<input checked="" type="checkbox"/> No response from printer

All information messages selected in the [Priority](#) tab are immediately transmitted to the printer4you.com website, regardless of the transmission interval.

All entries and changes in the menu item Transfer Printer Data / Data transfer must be accepted by clicking the **Apply** button.

Menu item Manage PMD Files

PMD-files update

In the Update PMD files area, it is defined whether this should be done automatically online or manually.

PMD files contain information about consumables, counters and printer messages for each printer model. Changes e.g. printer firmware may cause changes in the respective PMD files. Current PMD files are therefore a necessary condition for the successful operation of the printer4you.com website.

PMD files with extended counter definitions

Depending on the manufacturer of a printer model, additional counters can be managed / offered in addition to the standard counters. If there are printers with extended counter definitions in your network, they will be displayed here.

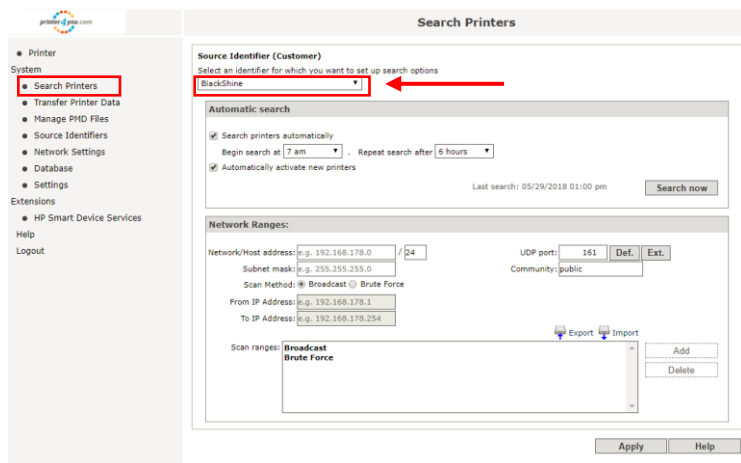
Printers without PMD Data files

Depending on the manufacturer of a printer model, additional counter can be managed / offered in addition to the standard meters. If there are printers with extended meter definitions in your network, they will be displayed here.

Menu item Search Printers

In the menu item "Search Printers", each sender identification manages which network areas are searched for by which method and when this search should take place.

In the drop-down menu *Sender ID (Customer)*, select your sender ID.



Automatic Search

In the "Automatic search" area, it is defined when a (new) complete search of the IP addresses stored in the Network Areas area is to take place and whether new printers should be automatically activated.

The cyclical monitoring of your printers only monitors printers (IP addresses or DNS names) that were found during the printer search. IP addresses that are not in the network range of known printers will not be contacted.

You can specify whether automatic monitoring should be activated and, if so, when and at what frequency. Furthermore, you can specify whether new printers should be monitored automatically.

Search Printers

Source Identifier (Customer)
Select an identifier for which you want to set up search options
BlackShine

Automatic search

☒ Search printers automatically
Begin search at: 7 am . Repeat search after: 6 hours

☒ Automatically activate new printers

Search now

Network Ranges:

Network/Host address: e.g. 192.168.178.0 / 24
Subnet mask: e.g. 255.255.255.0
Scan Method: ☒ Broadcast ☐ Brute Force
From IP Address: e.g. 192.168.178.1
To IP Address: e.g. 192.168.178.254

UDP port: 161 Def. Ext.
Community: public

Export Import

Scan ranges: Broadcast Brute Force

Add Delete

Apply Help

Network ranges

The Network Range area manages the IP networks to be searched.

With the successful installation of the client software, the IP ranges entered on the printer4you.com website are automatically activated.

Search Printers

Source Identifier (Customer)
Select an identifier for which you want to set up search options
BlackShine

Automatic search

☒ Search printers automatically
Begin search at: 7 am . Repeat search after: 6 hours

☒ Automatically activate new printers

Last search: 05/29/2018 04:15 pm Search now

Network Ranges:

Network/Host address: e.g. 192.168.178.0 / 24
Subnet mask: e.g. 255.255.255.0
Scan Method: ☒ Broadcast ☐ Brute Force
From IP Address: e.g. 192.168.178.1
To IP Address: e.g. 192.168.178.254

UDP port: 161 Def. Ext.
Community: public

Export Import

Scan ranges: Broadcast Brute Force

Add Delete

Apply Help

Network area

Here you define networks and network areas in which the printer4you.com client should search for printers. A network is defined by its IP address and subnet mask. Within the network there are a finite number of host addresses for devices. Example:

Device address: 192.168.178.100

Network address: 192.168.178.0

Subnet mask: 255.255.255.0

The address in the example describes a class C network. The portion 192.168.178 - consisting of 3 bytes - always remains constant, the last byte designates the device and can be an address from 1 to 254 devices. 0 and 255 are reserved. The constant part gives the network address, consisting of 3 bytes, ie 24 bits. This allows the subnet mask to be specified in two ways:

Network address: 192.168.178.0
Subnet mask: 255.255.255.0

Or with CIDR Notation (Classless Inter-Domain Routing) :

Network address: 192.168.178.0 /24

So first enter the desired network address or device address in this network, e.g. the device address of the computer where the printer4you client software was installed. Your network administrator can provide you with the associated subnet mask or the CIDR number, one of the two details is sufficient, the other one is calculated accordingly.

Further examples of CIDR notation and subnet masks:

CIDR	Subnet mask	Available device addresses	
/8	255.0.0.0	max	16.777.214
/12	255.240.0.0	max	1.048.57
/16	255.255.0.0	max	65.534
/20	255.255.240.0	max.	4094
/21	255.255.248.0	max.	2046
/22	255.255.252.0	max.	1022
/23	255.255.254.0	max.	510
/24	255.255.255.0	max.	254
/25	255.255.255.128	max.	126
/26	255.255.255.192	max.	62
/27	255.255.255.224	max.	30
/28	255.255.255.240	max.	14
/29	255.255.255.248	max.	6
/30	255.255.255.252	max.	2

Then select the scan method. A broadcast will usually only work if the printer4you.com client and the printers are on the same network. Broadcast has the advantage that only one data packet needs to be sent to cause all devices to log on. If a network is connected via a router, this will most likely block a broadcast, then you must use Brute Force as the method. This addresses all possible addresses in the network explicitly.

With brute force search, you can reduce the number of addressed addresses by restricting the area you want to search for. Enter "from IP address" and "to IP address". The search is then carried out exclusively within this area. With the 'Add' button, you can enter several parts of a network or several networks in the list of search areas.

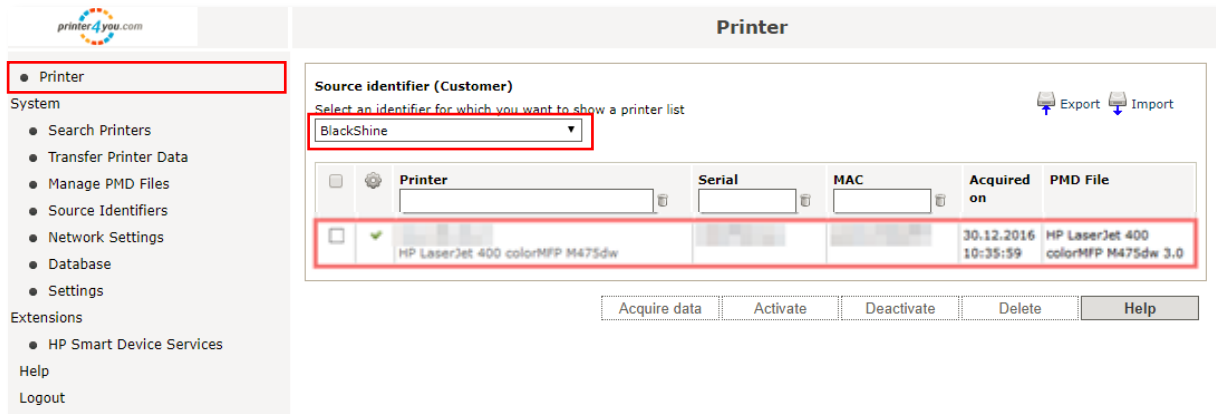
The search sends a UDP network packet to identify the printing systems and waits for a possible response from the printing system. Most printers respond to SNMP requests on UDP port 161 and use the SNMP community name public. If SNMP extenders for local printers are to be searched for, the UDP port 51950 must be specified. The buttons 'Std.' and 'Ext.' set the input field for the UDP port to the corresponding values.

Menu item Printer

In the menu item Printer, the printers found during the scanning process are displayed for each sender identification.

You can export or import the printers as a csv file.

You can also specify here whether the found printers should be monitored automatically. By default, all found printers are monitored.



Printer

Source identifier (Customer)
Select an identifier for which you want to show a printer list

BlackShine

Export Import

Printer	Serial	MAC	Acquired on	PMD File
HP LaserJet 400 colorMFP M475dw			30.12.2016 10:35:59	HP LaserJet 400 colorMFP M475dw 3.0

Acquire data Activate Deactivate Delete Help

Help

In the menu item [Help](#) you'll find more information about each menu. The help function is also available in the respective menu items.

Logout

You can leave the printer4you client software via the menu item [Logout](#).

Inhalt Datei config_client.ini



config_Client.ini

```
; Preconfiguration file
; Change the parameters which should be set once at the first program start
[Configuration]
; SMTP mail server
;SMTP-Server=smtpserver.example
; SMTP user name (password must be set within configuration front end)
;SMTP-User=username
; SMTP mail address of sender
;SMTP-Sender=sender@domain.example
; SMTP port
;SMTP-Port=25
; SMTP password
;SMTP-Password=password
; SMTP security (sslts or starttls)
;SMTP-Security=sslts
; Mail address of system notifications
;Sys-EMail=receiver@domain.example
; Proxy server
;Proxy-Server=proxyserver.example
; Proxy port
;Proxy-Port=123
; Proxy user
;Proxy-User=username
; Proxy password
;Proxy-Password=password
[DFM-Client]
; Email address that will be used by the server to receive data messages (if using email as transfer
mode)
;ServerMailAddress=user@server.example
; Server hostname or server IP address where printer data should be sent to (if using xml-rpc as
transfer mode)
;ServerIPAddress=localhost
; Url for uploading data to server
;ServerUploadURL=https://server.example
ServerUploadURL=https://solutions4printer.com
; Online update active
OnlineUpdateActive=1
; Online update: Check certificates
CheckCertificates=1
; Url for uploading data to server
;ServerUploadURL=https://server.example
ServerUploadURL=https://solutions4printer.com
```

```

; Data encryption key
;DataEncryptionKey=example
; Send mail to server at x o'clock (* = automatically between 0 and 6 o'clock)
SendCycleHour=*
; Send mail every x hours (3, 6, 12, 24) or "sunday", "begin of month", "end of month", "quarterly"
SendCycleEvery=12
; Default behavior of GPD (global printer driver) support: 0=off, 1=on, 2=exclusive (no printer data
will be sent to server)
GPDClientMode=0
; Read printer MIB data every specified minutes
ReadMIBEveryMin=120
; Monitoring of events (0=enabled, 1=excluded/off)
ExcludeEvent_ServiceRequested=1
ExcludeEvent_Offline=1
ExcludeEvent_Jammed=1
ExcludeEvent_DoorOpen=1
ExcludeEvent_NoToner=1
ExcludeEvent_LowToner=1
ExcludeEvent_NoPaper=1
ExcludeEvent_LowPaper=1
ExcludeEvent_OverduePreventMaint=1
ExcludeEvent_InputTrayEmpty=1
ExcludeEvent_OutputFull=1
ExcludeEvent_OutputNearFull=1
ExcludeEvent_MarkerSupplyMissing=1
ExcludeEvent_OutputTrayMissing=1
ExcludeEvent_InputTrayMissing=1
ExcludeEvent_LostContact=1
; Priority of events (0=normal, 1=high)
Event_ServiceRequested=0
Event_Offline=0
Event_Jammed=0
Event_DoorOpen=0
Event_NoToner=0
Event_LowToner=0
Event_NoPaper=0
Event_LowPaper=0
Event_OverduePreventMaint=0
Event_InputTrayEmpty=0
Event_OutputFull=0
Event_OutputNearFull=0
Event_MarkerSupplyMissing=0
Event_OutputTrayMissing=0
Event_InputTrayMissing=0
Event_LostContact=0
; Automatically update PMD files (0=off, 1=on)
AutoUpdatePMDFiles=1
; Url from where to get updated PMD files

```

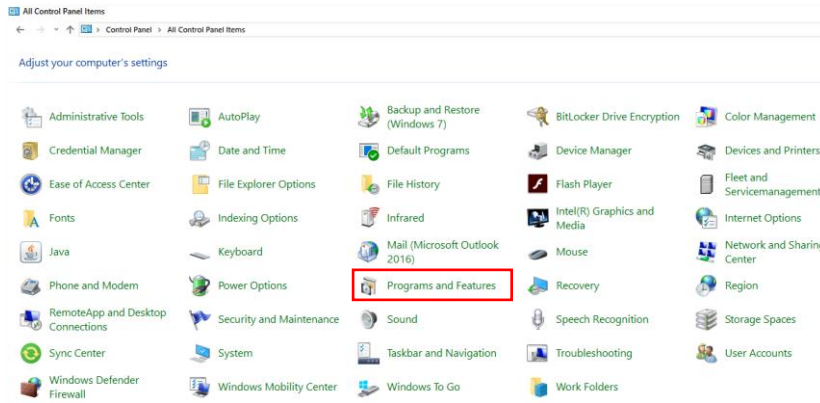
```
;PMDFilesUpdateUrl=
[SIident_1]
; Source identifier that corresponds to a user name of a customer on server side
; Uncomment 'User' to create the source identifier and apply corresponding settings
;User=Username
; Monitor new devices automatically (0=off, 1=on)
MonitorNewDevices=1
; Parameters for search of printers
; Network_#=Type,NetworkAddress,SubnetMask,FromIP,ToIP,Port,Community
;     Type = "B" for broadcast | "S" for scan
;     FromIP and ToIP are optional for scan, ignored for broadcast
; Examples:
; Network_1=B,172.16.192.0,255.255.192.0,,,161,public
;     => broadcast in network 172.16.192.0
; Network_2=S,172.18.0.0,255.255.0.0,,,161,public
;     => full scan in network 172.18.0.0
; Network_3=S,172.20.192.0,255.255.192.0,172.20.192.100,172.20.192.110,161,public
;     => scan 10 addresses in network 172.20.192.0
; Up to 2500 network definitions might be set.
;Network_1=B,172.16.0.0,255.255.0.0,,,161,public
; Search printers at x o'clock
SearchCycleHour=22
; Search printers every x hours (0=off)
SearchCycleEvery=24
;[SIident_2]
; ...
```

Uninstall the client software

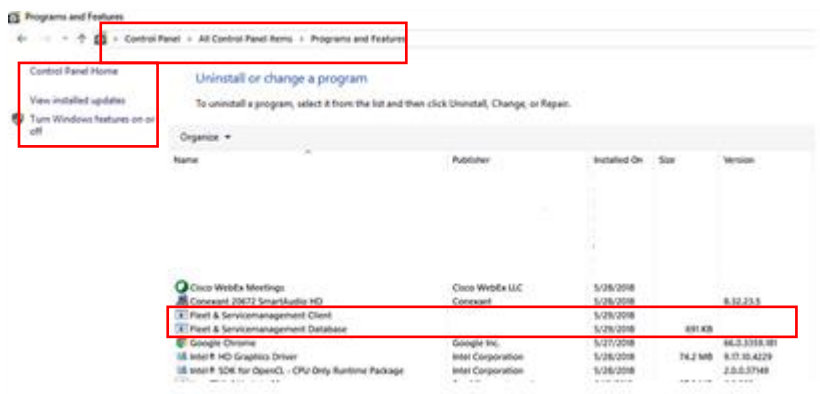
The client software is uninstalled via the Programs and Features module in the Windows Control Panel.

Note! After successful uninstallation, the computer must be restarted.

Control Panel \ All Control Panel Items \ Programs and Features

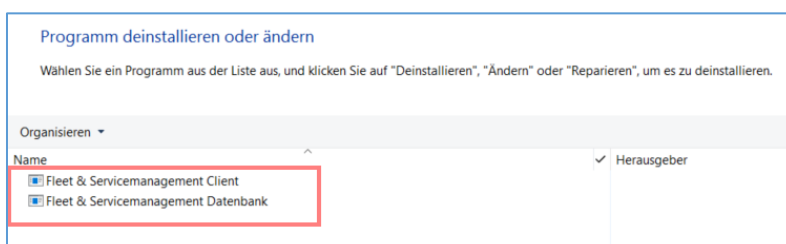


Under Control Panel \ All Control Panel Items \ Programs and Features, select the software components you want to uninstall.

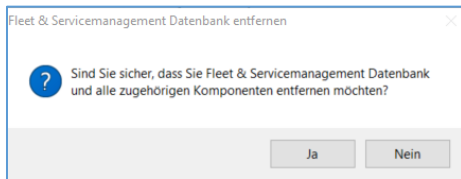


The client software consists of two packages.

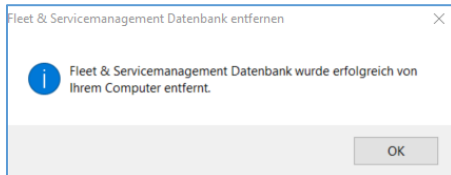
- *Fleet & Servicemanagement Client and*
- *Fleet & Servicemanagement Datenbank.*



First select *Fleet & Service Management Database* and select uninstall in the header of the selection or right mouse button.



Confirm the question with Yes.

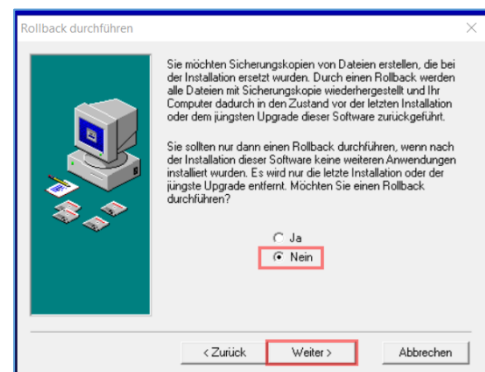


Afterwards you will receive a confirmation that the Fleet & Service Management Database has been successfully uninstalled.

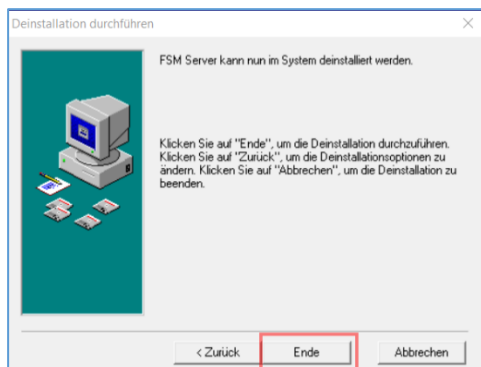
Next, uninstall the Fleet & Service Management Client. Highlight Fleet & Service Management Client and select uninstall in the header of the selection or right mouse button.



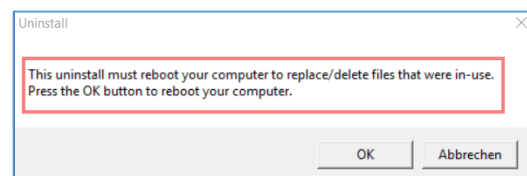
Select the preset Automatic and press the Next button.



Select the default No and press the Next button.



Press the end key.



Warning. After a successful uninstallation, the computer must be restarted.