Facilities Manager – Toner Smart Alerts

SUMMARY

Facilities Manager can only report what the device reports to it, so is therefore subject to the device capability and accuracy when it comes to Toner alerting. Alerts generated by certain devices can cause confusion. Most devices report toner levels smoothly and consistently others do not; some will report inconsistent and fluctuating toner levels, some report incorrect levels when in an error condition or sleep mode.

Below is an outline of the types of alert you will receive, and how to spot alerts generated due to inconsistent device reporting.

ALERT TYPES

There are 2 types of alerts you will receive.

1. NEW ALERT: – this means a new low toner condition has been triggered for one of the toners on the device.

Manufacturer	Device Name	Customer - Site	Serial	Asset Number	IP Address
RICOH	Aficio MP C2800	ABC02-ABC02	V1234203418		192.168.153.60
New Alert:	(Jun 5,2012), Toner Low, Toner (Black), 3 % remaining.				

2. OUTSTANDING ALERT: – This indicates alerts that have already been sent as a "NEW" but the low toner condition is not yet fixed – e.g. the toner has not been put in the device.

These require no further action. **They will clear when the user adds toner to the device**

Manufacturer	Device Name	Customer - Site	Serial	Asset Number	IP Address
RICOH	Aficio MP C2800	ABC02-ABC02	V1234203418		192.168.153.60
New Alert:	(Jun 11,2012), Toner Low, Toner (Yellow), 20 % remaining.				
Outstanding Alert:	(Jun 5,2012), Toner Low, Toner (Black)				

ALERTS WITH NO TONER DESCRIPTION

Some devices send alerts with no description of the Toner, this is a "general" service alert to indicate one or more toners are low.

These can be ignored because you will receive another alert with the toner description before or after this general alert.

Manufacturer	Device Name	Customer - Site	Serial	Asset Number	IP Address
RICOH	Aficio MP C2050	ABC02-ABC02	V123400448	S:2100424	192.168.193.112
New Alert:	(Jun 11,2012), Toner Low				
Outstanding Alert:	(May 31,2012), Toner Low, Toner (Black)				

An example of an alert arriving with no description plus one with a description is below;

The Alert highlighted YELLOW below can be ignored.
The Alert highlighted GREEN below requires action.

Manufacturer	Device Name	Customer - Site	Serial	Asset Number	IP Address
RICOH	Aficio SP 4310N	ABC02-ABC02	T1234102133	S:2111048	192.16.76.30
New Alert:	(Jun 9,2012), Toner Low				
New Alert:	(Jun 9,2012), Toner Low, Toner (Black), 3 % remaining.				

www.printauditeurope.com

Phone: +44 (0)1483 726206
Fax: +44 (0)870 8362019
sales@printauditeurope.com
support@printauditeurope.com

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DUPLICATE ALERTS

Occasionally a device will reset its toner level status by reporting a false rise in toner level. This can be caused by user intervention (shaking toner cartridge and replacing or swapping toner cartridges) or by Firmware issues (reporting incorrect levels when in error condition or sleep state). In this situation the device will generate a "duplicate" or double alert.

In this situation both alerts will be "NEW" and both will be for the same toner at the same level, but will be generated at different times.

The example below is a duplicate.

Smart Alert for ABC03 / ABC03

Manufacturer	Device Name	Customer - Site	Serial	Asset Number	IP Address
RICOH	Aficio MP C3501	ABC03-ABC03	V1235300510	S:2110876	192.168.30.50
New Alert:	(Jun 7,2012), Toner Low, Toner (Black), 20 % remaining.				

Smart Alert for ABC03 / ABC03

Manufacturer	Device Name	Customer - Site	Serial	Asset Number	IP Address
RICOH	Aficio MP C3501	ABC03-ABC03	V1235300510	S:2110876	192.168.30.50
New Alert:	(Jun 4,2012), Toner Low, Toner (Black), 20 % remaining.				

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MULTIPLE ALERTS IN A SINGLE EMAIL

Occasionally the ICE (Information Collection Engine) will detect more than one device in a low toner state during a single scan of the customer's network.

When this happens you will received multiple alerts in a single email. When this happens each Device will be highlighted by a white or blue background colour. An example is below.

You will also see this if the ICE has been unable to upload the results from several scans to our server due to internet connectivity issues. In this situation it saves each scan result and sends them next time a connection to the server is established.

Smart Alert for ABC03/ ABC03

Manufacturer	Device Name	Customer - Site	Serial	Asset Number	IP Address
RICOH	**Aficio SP C232SF**	**ABC03- ABC03**	**S3569600391**	**S:2110663 F:2110788**	**192.168.4.30**
New Alert:	(May 24,2012), Toner Low, Magenta Toner, 20 % remaining.				
New Alert:	(May 24,2012), Toner Low				
RICOH	**Aficio MP C300**	**ABC03- ABC03**	**S4568101103**	**S:2110658 F:2110833**	**192.168.4.50**
New Alert:	(May 24,2012), Toner Low				
Outstanding Alert:	(May 22,2012), Toner Low, Toner (Black)				

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ADDITIONAL INFORMATION

Within each Alert there are two Hyper Links that provide additional help in managing the alerts.

Smart Alert for ABC02 / ABC02

Manufacturer	Device Name	Customer - Site	Serial	Asset Number	IP Address
RICOH	Aficio MP 2000	ABC02-ABC02	L333452779	S:2009092	172.17.195.50
New Alert:	(Jun 11,2012), Toner Low				
New Alert:	(Jun 11,2012), Toner Low, Toner (Black), 3 % remaining.				

Acknowledgements

I Acknowledge this Alert.

More Information

View more information about this alert

ACKNOWLEDGEMENTS

Clicking "I Acknowledge this Alert" has NO affect on resetting or stopping alerts being resent as 'OUTSTANDING' an active alert can only be cleared by the device when toner has been added.

When an alert has been Acknowledged a flag is set in the FM system to indicate someone is handling the alert. This is useful for organisations that have more than one person processing alert information., and can avoid more than one person dealing with the same alert.

MORE INFORMATION

Clicking on this link will take you directly to a page in the Facilities Manager Portal (will require login) which contains a hyperlink to the Smart Alert Profile that triggered the alert, and a hyperlink that takes you directly to the detail screen of the device.   Here you can view the meters and current supplies status details.

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