

# Want time back in your week?

Automate meter reporting and firmware updates by installing UBEO's free Data Collection Agent today!

## HOW DOES UBEO DCA WORK?

The UBEO DCA solution consists of a device monitor installed at each site. Processed encrypted device information is sent to a secure web portal on our server. No user data is collected. Newly discovered devices are automatically registered with the UBEO DCA which automates toner management and improves page count accuracy.

## UBEO DATA COLLECTION AGENT

- Upgrade from FMAudit or other device detail software.
- Automates the meter reporting process.
- Monitor and order toner automatically when needed.
- Improves uptime.



## Completely Free!

Your contract includes a simple-to-install integrated monitor that delivers real MPS benefits!

## Benefits of the UBEO DCA

### TOTAL PRINT SERVICE REMOTE CONTROL

- Device Discovery and change management
- Automated meter collection and processing for billing
- Automated toner management and ordering

### CORE MPS FEATURES

#### Asset Management

- Device monitoring & page counts
- Moves and change control and alerts

#### Consumables Management:

- Toner status & replacement requests
- Comprehensive Reporting

### PLUS ENHANCEMENTS

#### Integrated with HP SDS:

- Full SDS 2.5 integration
- Advanced remote diagnostics
- Remote remediation services

#### Computer Access

- End user can access the gathered data



**Book an appointment today to install the new DCA application in your environment!**

DCAEast@ubeo.com  
<https://ubeeast.as.me>



**\* Network Print Device Monitoring**

Uses SNMP protocol on port 161 using UDP for most printing equipment. The UBEO DCA supports SNMP V1, V2 & V3. Monitoring process comprises five independent sub-processes that scan devices to confirm they are available, collect alerts, record consumable levels, record media status and record page counts. Each sub-process only reads the specific information it needs to perform its specific task minimizing network traffic. The majority of information used by UBEO DCA is retrieved from the standard Printer MIB (RFC 1759). In addition, information is also retrieved from the Manufacturer’s Private MIB or other sources where required for effective service management.

**\* Messaging and Communication**

Device information, including alerts, is communicated to the Service Provider DCA Portal in encrypted XML via the XMPP protocol over port 5222 TCP or other agreed ports such as 443, using an XMPP server to provide secure presence-based communication. All communication is initiated by the UBEO DCA monitoring Servers. Communication conforms to the XMPP standard, is sent via SSL, coded in a custom XML format and is encrypted using a Base64 encryption algorithm. XMPP is an ISO standard which employs point of presence communications including store and forward in the event of lost communication. To enable this communication, Customer Firewalls or Packet Inspection software will require an additional rule that allows the UBEO DCA application to initiate a secure session with the Portal Server.

*Information is only sent when the destination is ‘available’.*

**\* External Firewall Rules**

For outbound traffic to the Portal Server the monitoring application must be able to initiate a session with the UBEO DCA portal via XMPP IANA defined port for this encrypted XML traffic. This is Port 5222.

**\* License Verification**

Periodically the monitoring server contacts the UBEO or service provider license server via port 80. Please contact your Service Provider for the URL of the Portal server for “whitelisting” should this be required.

**\* Data and Network Traffic**

The SNMP network traffic generated by the UBEO DCA application is generally less than 10Kbits per second.

Device management devices generate approximately 1kb per device per day.

**\* Information Collected**

- Asset information, including meter usage information

**Communication to Service Provider**

Protocol	Port (default)	Function
XMPP	Port 5222 TCP Others can be used as long as they allow encrypted XML traffic e.g. 443	Operational Data Communication to Service Provider
HTTP	Port 80	License Verification
VPN	Customer Specific	Remote access to UBEO DCA server when needed
HP JAMC	443/Various	Please see detailed HP JAMC specification for detailed information

- Consumables Supply chain information
- Incident Service chain information
- UBEO DCA Monitoring do not collect any user identifiable information from the network print devices.
- The UBEO DCA monitoring server sends four key types of information back to the UBEO DCA Portal Server:
  - Asset Information – manufacturer, model, location, device identification
  - Usage Information – page counts recorded by the print device both in summary and in detail
  - Incident Service chain Management and alert Information – alerts reported by the print device
  - Consumable supply chain Information – consumable levels reported by the print device

**\* UBEO DCA Monitor (DCA) / Server Hardware and Operating System Specification**

The UBEO DCA Monitoring Server can be installed on most typical Windows PC/Server/VM platforms.

**Hardware / OS / DB**

Windows	Mac
Dual Core 'Desktop / Server' 2GHz CPU 4 GB RAM 250 GB 10000 RPM SATA Windows Server 2008/2016 (or above)	Intel or M1 processor Officially supported on: Catalina (or above) known to work on Sierra and above
Linux	Raspberry Pi
<p><b>Arm vProcessor:</b> compatible with most GUI, Debian based O/S build suitable for Raspberry Pi - Tested on RPi3 running Raspbian (Buster)</p> <p><b>AMD64 Processor:</b> compatible with most GUI, O/S builds - Tested on Ubuntu 20.04 LTS</p> <p><b>ARM64 (aarch64) processor:</b> compatible with most GUI, Debian based O/S build suitable for Raspberry Pi - Tested on RPi3 running Raspbian (Buster)</p>	<p>SD Card Class 10 - 16GB card Laptops / Desktops / Servers Processor: 1GHz (gigahertz) Memory: 1GB (gigabyte) RAM Space required for installation: Minimum 200MB free disk space</p>

\*Note: For headless, DCA v27 or above needs to be installed.

**Whitelist**

URL	IP Address	Ports
http://ubeo.insightportal.net	137.135.26.151	5222 443 80
http://licensing.ekmglobal.com (XMPP)	51.141.70.161 40.112.129.35	80
https://updates.ekmglobal.com/	104.40.214.173	443
https://connectivity.pod1.avatar.ext.hp.com/	44.228.209.104 35.82.0.74	443
https://jamangement.hp.com/	44.196.184.239 34.192.146.7 23.23.201.104	443
https://ews.hpjamservices.com/	52.0.217.166 52.4.132.26	443

**Customer Network**

Protocol	Port (default)	Function
SNMP	Port 161 UDP	Device Monitoring
HTTPS (SSL/TLS)	Port 443 TCP	Access to UBEO DCA Web Interface and device web pages
HTTP	Port 80	Device monitoring where done via device web services
SMTP	Port 25 TCP	Internal Customer email communications e.g. email alerts to Customer Helpdesk
HP JAMC	443/Various	Please see detailed HP JAMC