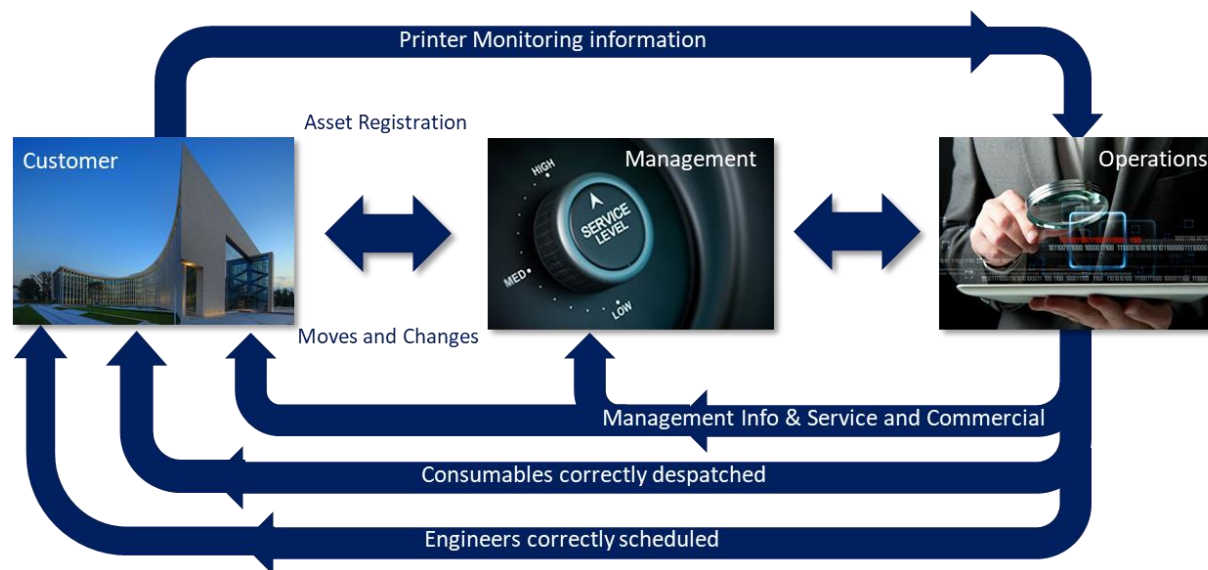


EKM Insight – End user guide

Document Revision: v1.3

Document Overview

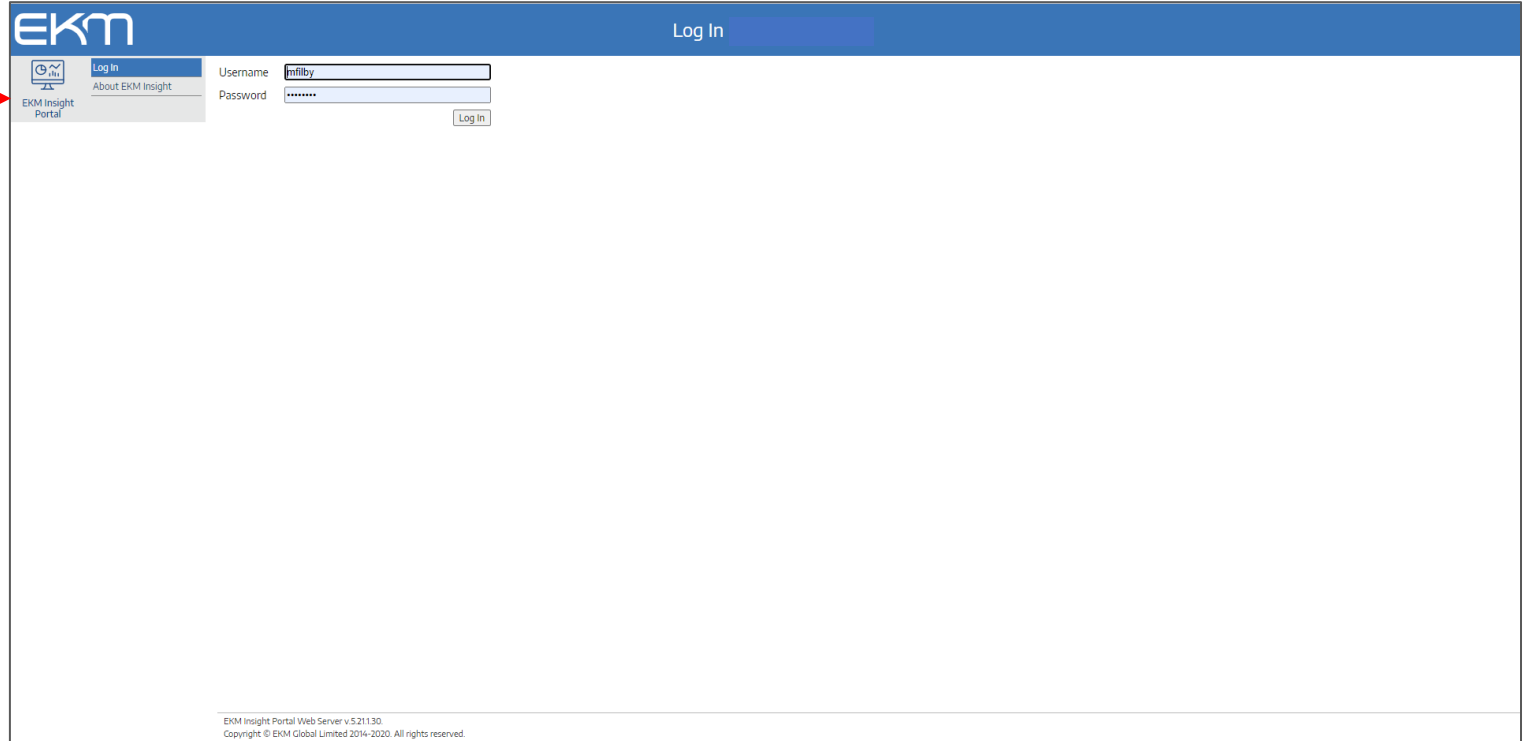
This document will explain how to navigate the EKM Insight application for end users of the system



Login to system

Enter your supplied
username and
password

If you have forgotten
your password please
contact your reseller /
helpdesk who can reset
the password for you



The screenshot shows the EKM Insight Portal login interface. At the top, there is a blue header bar with the EKM logo on the left and a 'Log In' button on the right. Below the header, on the left, is a sidebar with a 'Log In' button and a link to 'About EKM Insight'. The main content area contains a login form with two input fields: 'Username' (containing 'mfilby') and 'Password' (masked with dots). A 'Log In' button is positioned to the right of the password field. At the bottom of the page, there is a small footer containing the text: 'EKM Insight Portal Web Server v.5.211.30. Copyright © EKM Global Limited 2014-2020. All rights reserved.'

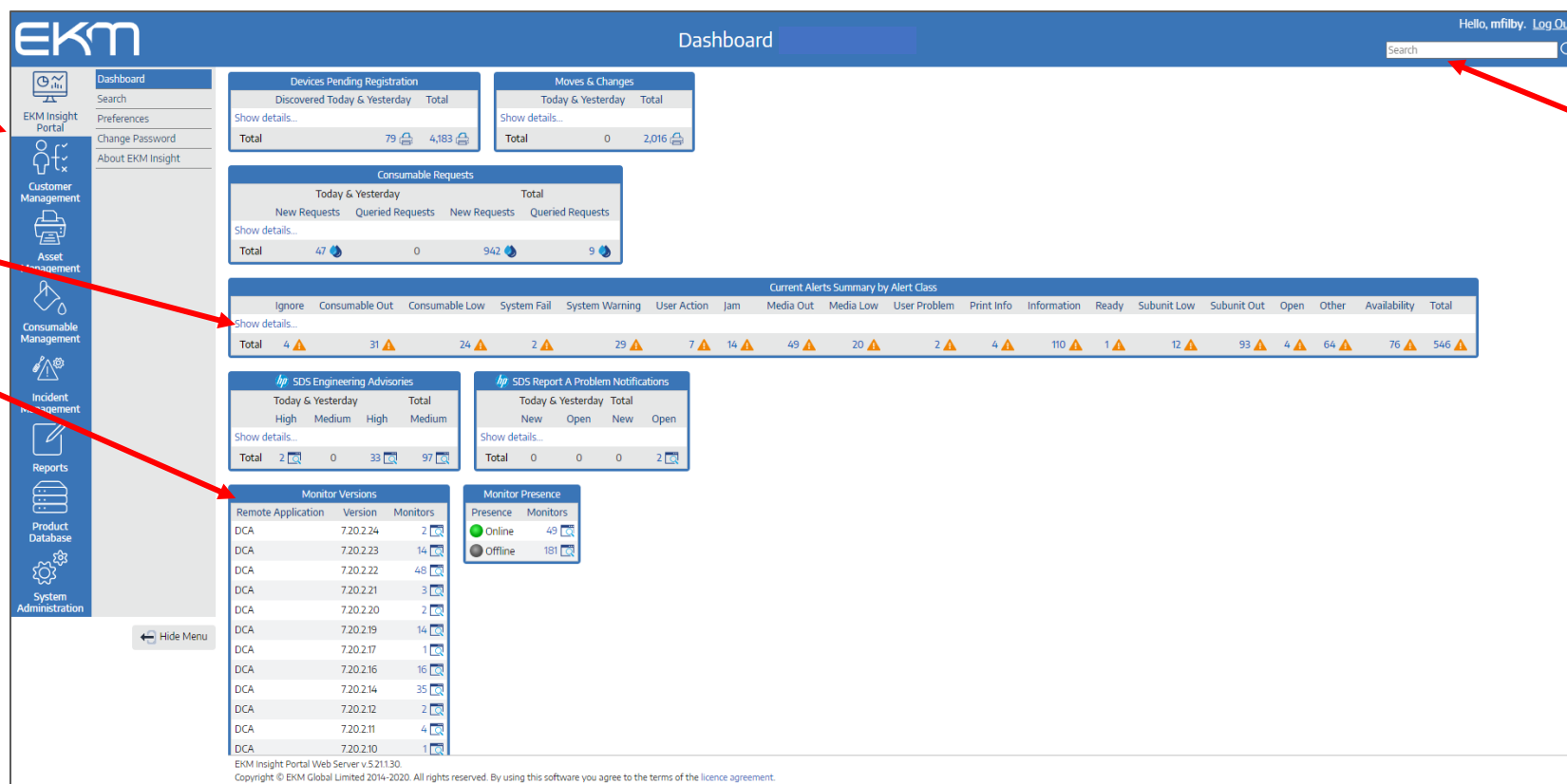
Dashboard Navigation

Main Menu which will then open up the submenu selections

Your active device alerts

Your active monitors

Blue links are used for navigation



The screenshot shows the EKM Insight Portal Dashboard. The main menu is on the left, and the dashboard content is on the right. Red arrows point to specific elements: the main menu, the 'Your active device alerts' section, the 'Your active monitors' section, the search bar, and the 'Logout' link.

Main Menu (Left Sidebar):

- EKM Insight Portal
- Customer Management
- Asset Management
- Consumable Management
- Incident Management
- Reports
- Product Database
- System Administration

Dashboard Content:

- Devices Pending Registration:** Discovered Today & Yesterday, Total. Show details...
- Moves & Changes:** Today & Yesterday, Total. Show details...
- Consumable Requests:** Today & Yesterday, Total. Show details...
- Current Alerts Summary by Alert Class:** Table with columns: Ignore, Consumable Out, Consumable Low, System Fail, System Warning, User Action, Jam, Media Out, Media Low, User Problem, Print Info, Information, Ready, Subunit Low, Subunit Out, Open, Other, Availability, Total.
- HP SDS Engineering Advisories:** Today & Yesterday, Total. Show details...
- HP SDS Report A Problem Notifications:** Today & Yesterday, Total. Show details...
- Monitor Versions:** Table with columns: Remote Application, Version, Monitors.
- Monitor Presence:** Table with columns: Presence, Monitors.

Annotations:

- Red arrow pointing to the main menu: Main Menu which will then open up the submenu selections
- Red arrow pointing to the 'Your active device alerts' section: Your active device alerts
- Red arrow pointing to the 'Your active monitors' section: Your active monitors
- Red arrow pointing to the search bar: Search
- Red arrow pointing to the 'Logout' link: Logout

Logout

Search

- Serial
- Asset
- Zone

Main Menu Options available

Dashboard, search and preferences

Customer Management (see your installed monitors)

Assets (See your devices)

Consumables (View your current levels)

Incident management (view current device Alerts)

Reports (asset list, non contactable, meters)



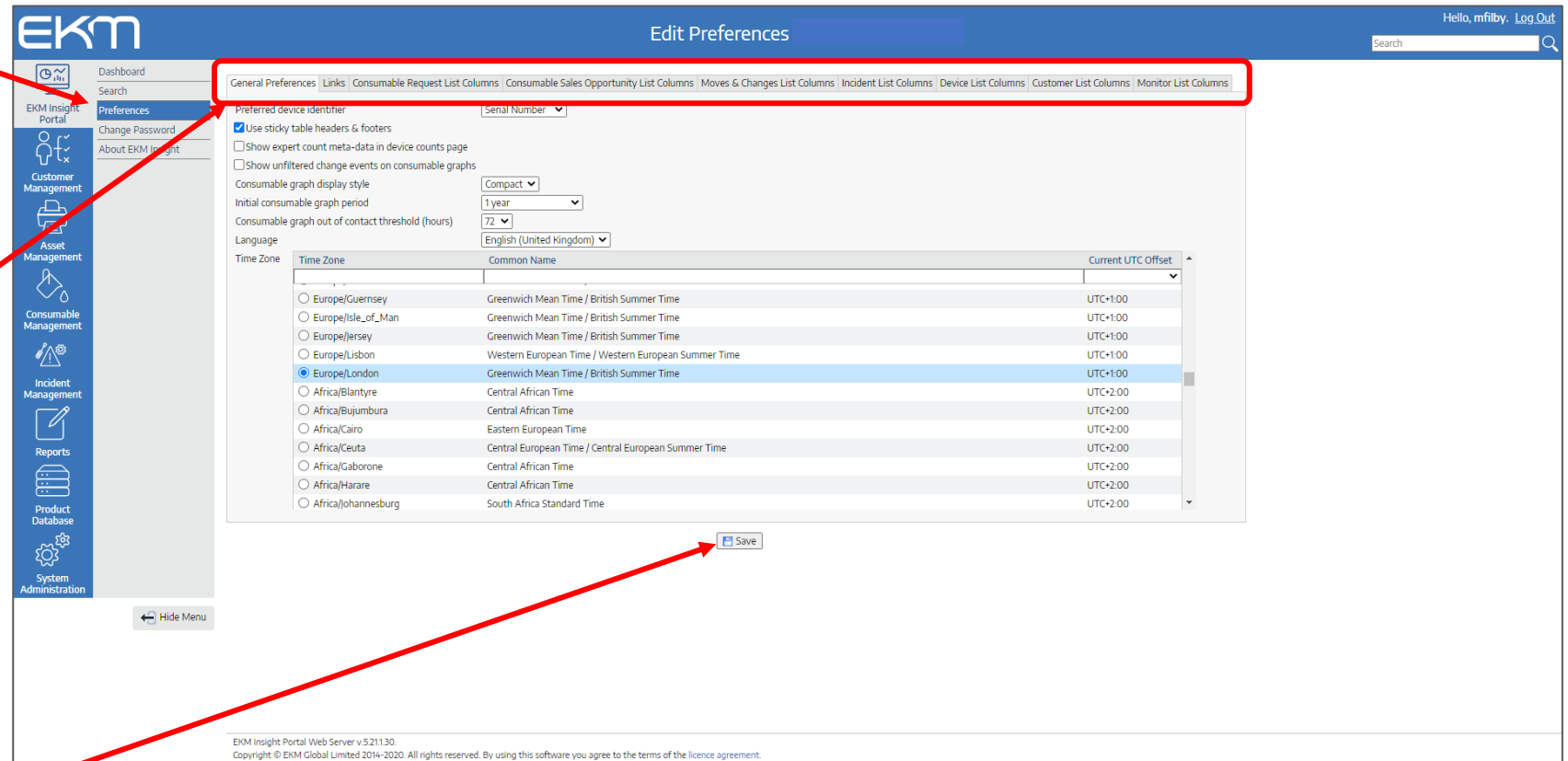
Select and set your user preferences

Go to preferences
Each tab along the top allows you to select your preferences for the data displays

Click each tab to make your selections

The **link** tab (opened here) allows you to select which sections of the application should open up in a new window/browser tab

Click **Save**



EKM Edit Preferences Hello, mfilby. Log Out

Search

General Preferences | **Link** | Consumable Request List Columns | Consumable Sales Opportunity List Columns | Moves & Changes List Columns | Incident List Columns | Device List Columns | Customer List Columns | Monitor List Columns

Preferred device identifier: Serial Number

☒ Use sticky table headers & footers

☐ Show expert count meta-data in device counts page

☐ Show unfiltered change events on consumable graphs

Consumable graph display style: Compact

Initial consumable graph period: 1 year

Consumable graph out of contact threshold (hours): 72

Language: English (United Kingdom)

Time Zone

Time Zone	Common Name	Current UTC Offset
<input type="radio"/> Europe/Guernsey	Greenwich Mean Time / British Summer Time	UTC+1:00
<input type="radio"/> Europe/Isle_of_Man	Greenwich Mean Time / British Summer Time	UTC+1:00
<input type="radio"/> Europe/Jersey	Greenwich Mean Time / British Summer Time	UTC+1:00
<input type="radio"/> Europe/Lisbon	Western European Time / Western European Summer Time	UTC+1:00
<input checked="" type="radio"/> Europe/London	Greenwich Mean Time / British Summer Time	UTC+1:00
<input type="radio"/> Africa/Blantyre	Central African Time	UTC+2:00
<input type="radio"/> Africa/Bujumbura	Central African Time	UTC+2:00
<input type="radio"/> Africa/Cairo	Eastern European Time	UTC+2:00
<input type="radio"/> Africa/Ceuta	Central European Time / Central European Summer Time	UTC+2:00
<input type="radio"/> Africa/Gaborone	Central African Time	UTC+2:00
<input type="radio"/> Africa/Harare	Central African Time	UTC+2:00
<input type="radio"/> Africa/Johannesburg	South Africa Standard Time	UTC+2:00

Save

Hide Menu

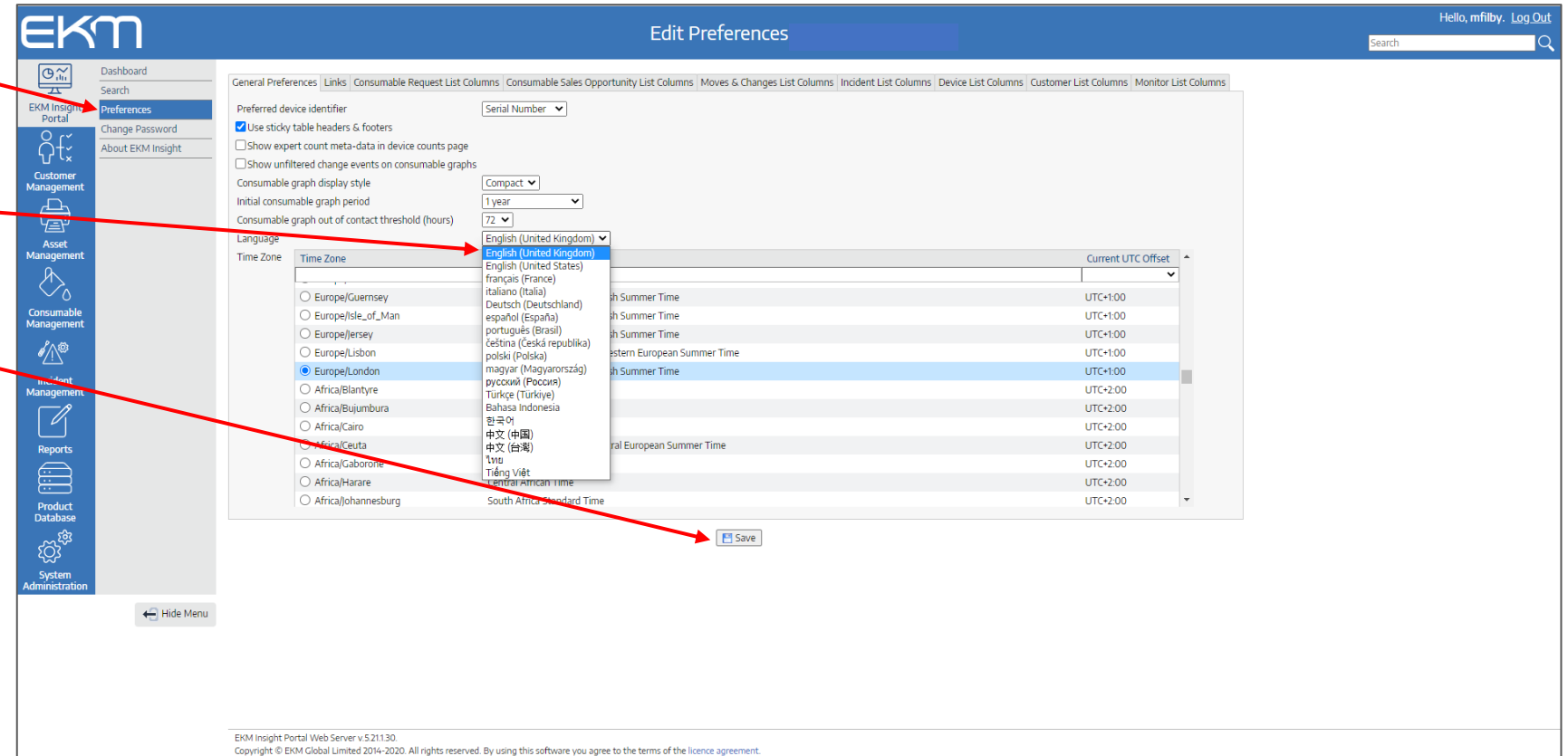
EKM Insight Portal Web Server v.5.211.30.
Copyright © EKM Global Limited 2014-2020. All rights reserved. By using this software you agree to the terms of the [licence agreement](#).

Preferences - Select your language

Go to **Preferences**

Select your Language from the dropdown

Click **Save**



EKM Edit Preferences

General Preferences | Links | Consumable Request List Columns | Consumable Sales Opportunity List Columns | Moves & Changes List Columns | Incident List Columns | Device List Columns | Customer List Columns | Monitor List Columns

Preferred device identifier: Serial Number

☒ Use sticky table headers & footers

☐ Show expert count meta-data in device counts page

☐ Show unfiltered change events on consumable graphs

Consumable graph display style: Compact

Initial consumable graph period: 1 year

Consumable graph out of contact threshold (hours): 72

Language: English (United Kingdom)

Time Zone: Europe/London

Current UTC Offset: UTC+1:00

Save

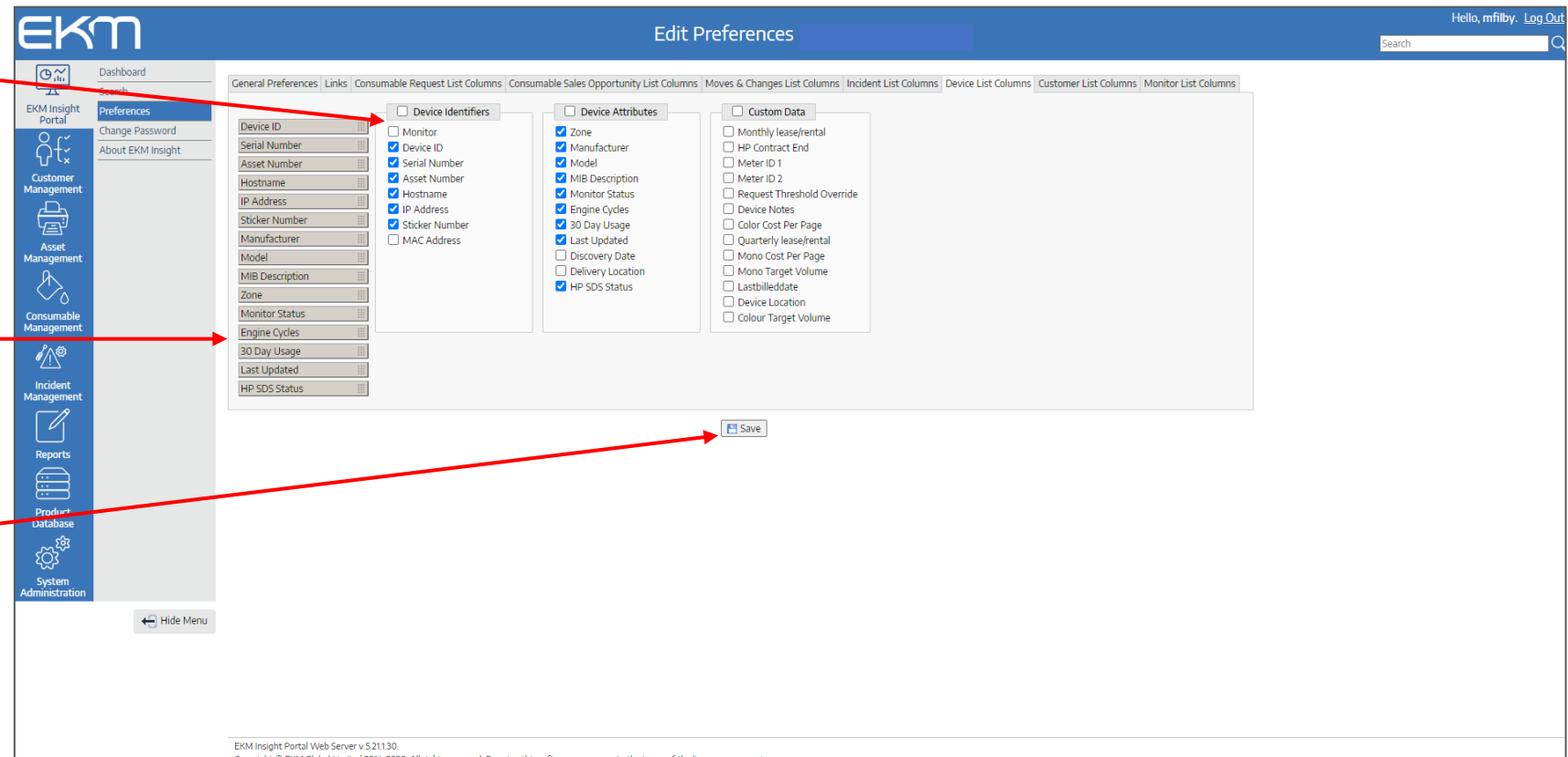
EKM Insight Portal Web Server v.5.211.30.
Copyright © EKM Global Limited 2014-2020. All rights reserved. By using this software you agree to the terms of the licence agreement.

Preferences – Select data columns and their order

Tick the columns or items you wish to display

Change the order of display by **selecting** and **dragging** the heading names

Click **Save**
The selected headings will be saved and the order will be changed



The screenshot shows the 'Edit Preferences' page in the EKM Insight Portal. The left sidebar contains navigation links: Dashboard, Preferences, Change Password, About EKM Insight, Customer Management, Asset Management, Consumable Management, Incident Management, Reports, Product Database, and System Administration. The main content area is titled 'Edit Preferences' and has tabs for General Preferences, Links, Consumable Request List Columns, Consumable Sales Opportunity List Columns, Moves & Changes List Columns, Incident List Columns, Device List Columns, Customer List Columns, and Monitor List Columns. The 'Device List Columns' tab is active, showing three sections: 'Device Identifiers', 'Device Attributes', and 'Custom Data'. The 'Device Identifiers' section has checkboxes for Monitor, Device ID, Serial Number, Asset Number, Hostname, IP Address, Sticker Number, and MAC Address. The 'Device Attributes' section has checkboxes for Zone, Manufacturer, Model, MIB Description, Monitor Status, Engine Cycles, 30 Day Usage, Last Updated, Discovery Date, Delivery Location, and HP SDS Status. The 'Custom Data' section has checkboxes for Monthly lease/rental, HP Contract End, Meter ID 1, Meter ID 2, Request Threshold Override, Device Notes, Color Cost Per Page, Quarterly lease/rental, Mono Cost Per Page, Mono Target Volume, Lastbilleddate, Device Location, and Colour Target Volume. A 'Save' button is located at the bottom right of the main content area. Red arrows from the text instructions point to the 'Device Identifiers' section, the list of items, and the 'Save' button.

Exporting and column selection from tables

Most lists can be copied to the clipboard using  and the table field headers moved / added / removed 

10 row(s)

Customer	Device ID	Serial Number	Asset Number	Hostname	IP Address	Sticker Number	Manufacturer	Model	MIB Description	Zone	Monitor Status	Engine Cycles	30 Day Usage	Last Updated	HP SDS Status	Select
EKM	1	148481DQA00327E	?	8380	192.168.1.80	?	Samsung	CLX-8380ND *	Samsung CLX-8380 Series	Development	Disabled	8506	0	30-Aug-2017 15:15:03	Not an HP device	<input type="checkbox"/>
EKM	2	LWC4706687	?	KM3F8CDD	192.168.1.88	?	Kyocera	ECOSYS M6026cdn *	ECOSYS M6026cdn	Development	Disabled	6153	0	30-Aug-2017 15:15:05	Not an HP device	<input type="checkbox"/>
EKM	3	3M21B1BL200013Y	?		192.168.1.101	?	Samsung	CLP-600N *	Samsung CLP-600 Series	Development	Disabled	22239	0	10-May-2017 09:15:16	Not an HP device	<input type="checkbox"/>
EKM	4	4221B1ASA00043N	?	SEC001599479684	192.168.1.98	?	Samsung	ML-4050N *	Samsung ML-4050 Series	Development	Disabled	5454	0	14-Mar-2017 22:19:45	Not an HP device	<input type="checkbox"/>
EKM	5	41FF408	?		Unknown	?	Lexmark	Optra T 614 N *	Lexmark Optra T614	Top Floor	Disabled	128464	0	14-Mar-2017 22:19:46	Not an HP device	<input type="checkbox"/>
EKM	6	MY56TG702W0406	?	HP000D9D23BC5F	Unknown	?	HP	Officejet 7210 All in one	Officejet 7200 series	Development	Disabled	2293	0	14-Mar-2017 22:19:47	Genuine HP consumables	<input type="checkbox"/>
EKM	7	CNBGR00581	?	HP30001ST	192.168.1.109	?	HP	Color LaserJet 3000 *	HP Color LaserJet 3000	Development	Disabled	17010	0	30-Aug-2017 15:15:06	Genuine HP consumables	<input type="checkbox"/>
EKM	8	CNBVH5138	?	NPIAFBBEA	192.168.1.102	?	HP	Color LaserJet Managed Flow MFP M577cm *	HP Color LaserJet FlowMFP M577	Development	Disabled	5585	0	30-Aug-2017 14:15:08	Genuine HP consumables	<input type="checkbox"/>
EKM	9	XMK6800146	?		192.168.1.103	?	Kyocera	FS-6950 DN *	FS-6950DN	Top Floor	Disabled	131037	0	30-Aug-2017 15:15:06	Not an HP device	<input type="checkbox"/>
EKM	10	MXCCDD513	?	NPI06A6BF	192.168.1.107	?	HP	LaserJet Enterprise 700 color MFP M775z *	HP LaserJet 700 color MFP M775	Top Floor	Disabled	4274	0	30-Aug-2017 15:15:09	Unknown	<input type="checkbox"/>

Email Delete Edit Set model HP SDS actions

Selected fields and order in which they appear

Tick to select

Drag to reorder

General Preferences | Links | Consumable Request List Columns | Consumable Sales Opportunity List Columns | Moves & Changes List Columns | Incident List Columns | Device List Columns | Customer List Columns | Monitor List Columns

☐ Device Identifiers

- ☐ Monitor
- ☒ Device ID
- ☒ Serial Number
- ☒ Asset Number
- ☒ Hostname
- ☒ IP Address
- ☒ Sticker Number
- ☐ MAC Address

☐ Device Attributes

- ☒ Zone
- ☒ Manufacturer
- ☒ Model
- ☒ MIB Description
- ☒ Monitor Status
- ☒ Engine Cycles
- ☒ 30 Day Usage
- ☒ Last Updated
- ☐ Discovery Date
- ☐ Delivery Location
- ☒ HP SDS Status

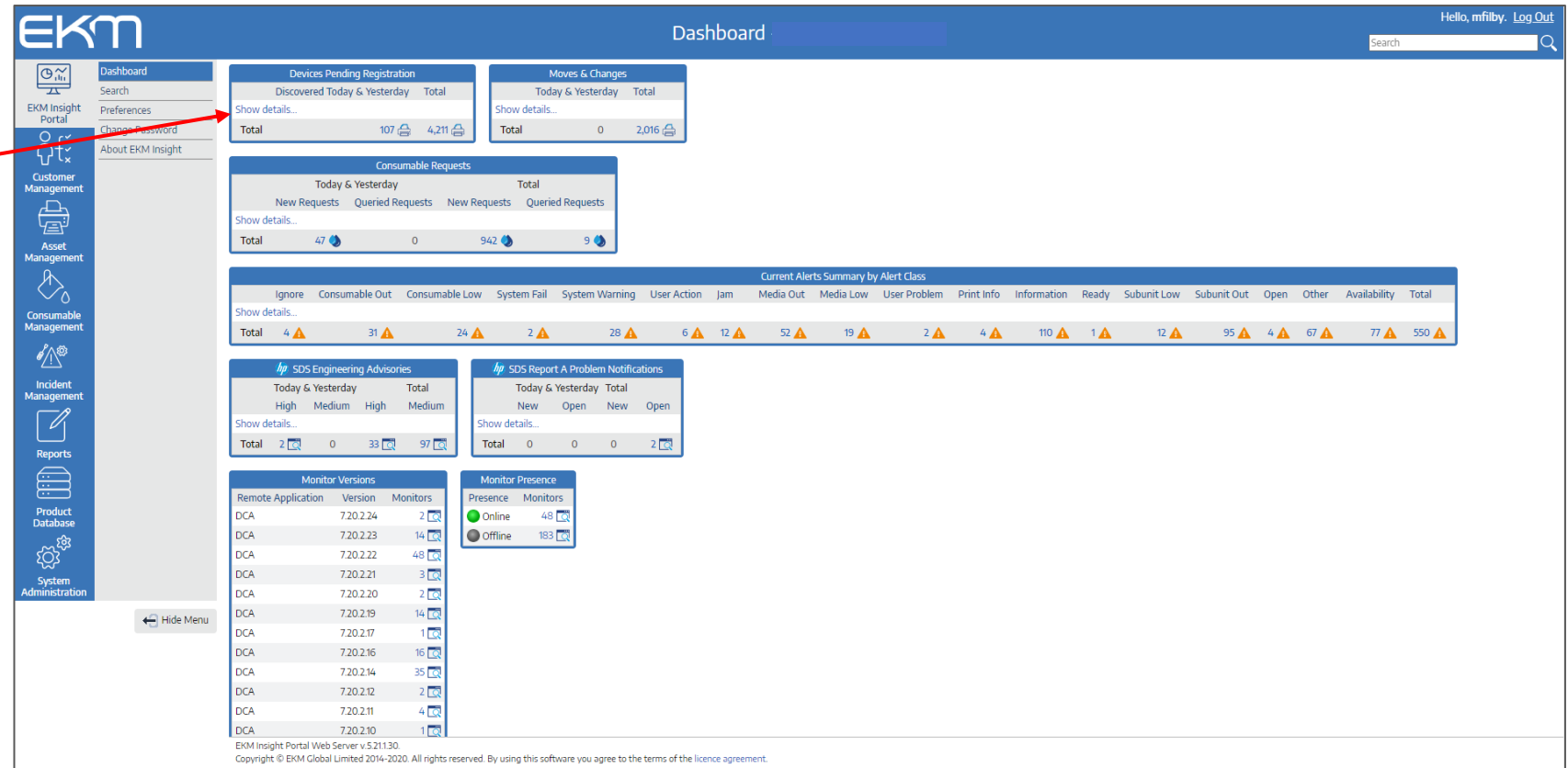
☐ Custom Data

- ☐ Monthly lease/rental
- ☐ HP Contract End
- ☐ Meter ID 1
- ☐ Meter ID 2
- ☐ Request Threshold Override
- ☐ Device Notes
- ☐ Color Cost Per Page
- ☐ Quarterly lease/rental
- ☐ Mono Cost Per Page
- ☐ Mono Target Volume
- ☐ Lastbilleddate
- ☐ Device Location
- ☐ Colour Target Volume

Tick fields required

EKM Insight – Context sensitive drop downs

Select the [link](#) destination and this will take you to the customers page



The screenshot shows the EKM Insight Dashboard. The sidebar on the left contains the following menu items: Dashboard, Search, EKM Insight Portal, Preferences, Change Password, About EKM Insight, Customer Management, Asset Management, Consumable Management, Incident Management, Reports, Product Database, and System Administration. A red arrow points from the text 'Select the link destination and this will take you to the customers page' to the 'Customer Management' link in the sidebar.

The main dashboard area displays several widgets:

- Devices Pending Registration:** Discovered Today & Yesterday, Total. Total: 107, 4,211.
- Moves & Changes:** Today & Yesterday, Total. Total: 0, 2,016.
- Consumable Requests:** Today & Yesterday, Total. New Requests, Queried Requests, New Requests, Queried Requests. Total: 47, 0, 942, 9.
- Current Alerts Summary by Alert Class:** A table showing counts for various alert classes.
- SDS Engineering Advisories:** Today & Yesterday, Total. High, Medium, High, Medium. Total: 2, 0, 33, 97.
- SDS Report A Problem Notifications:** Today & Yesterday, Total. New, Open, New, Open. Total: 0, 0, 0, 2.
- Monitor Versions:** A table showing Remote Application, Version, and Monitors.
- Monitor Presence:** A table showing Presence and Monitors.

The footer of the dashboard contains the following text:

EKM Insight Portal Web Server v.5.21130.
Copyright © EKM Global Limited 2014-2020. All rights reserved. By using this software you agree to the terms of the licence agreement.

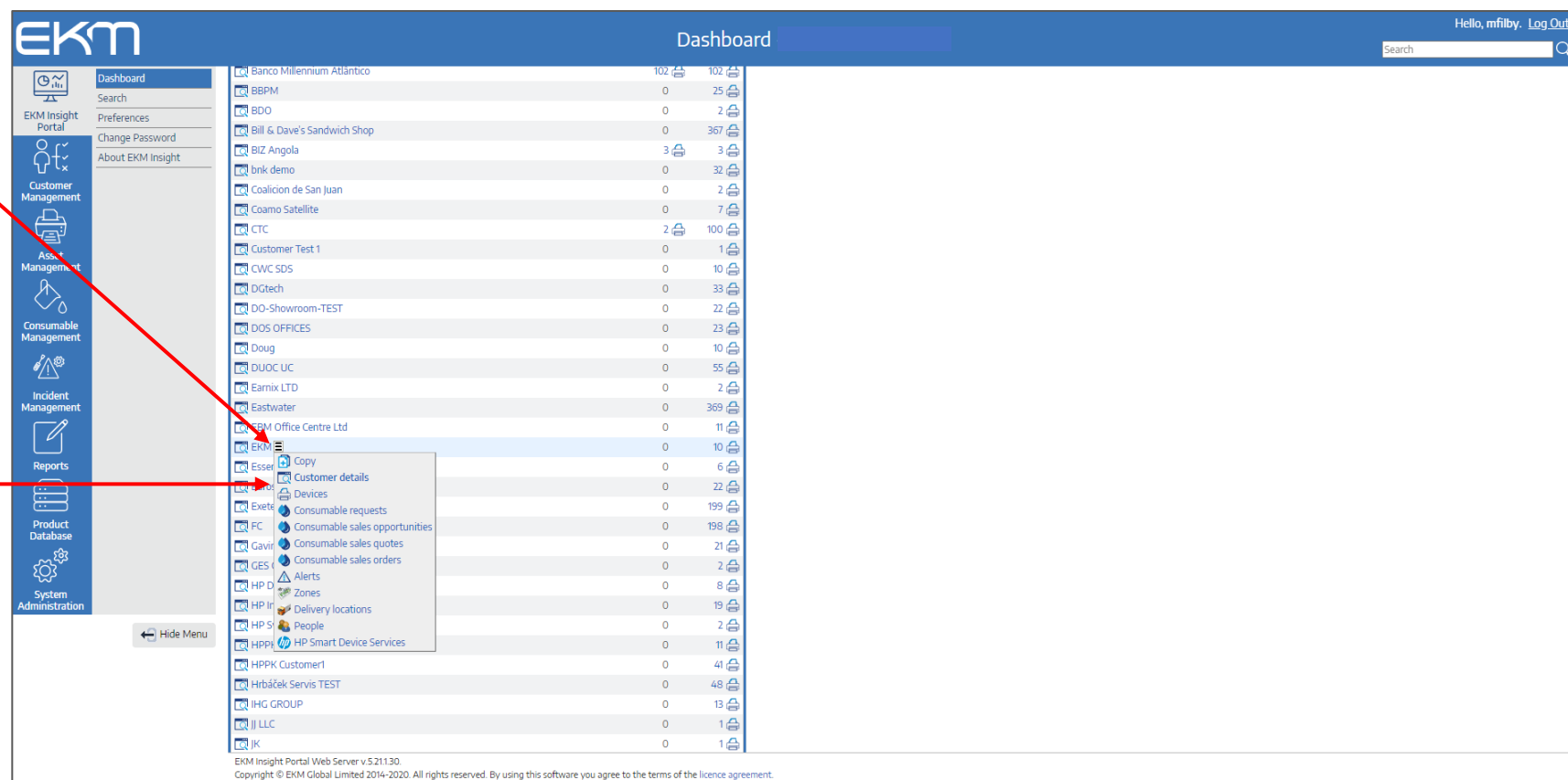
EKM Insight – Context sensitive drop downs

Where the [link](#) destination has several tab options a **context sensitive dropdown** appears

Scroll down to the desired tab and click

In this case [Customer details](#)

This will take you directly to the Customer detail page



The screenshot shows the EKM Insight Dashboard. The left sidebar contains a menu with the following items: Dashboard, Search, Preferences, Change Password, About EKM Insight, Customer Management, Asset Management, Consumable Management, Incident Management, Reports, Product Database, and System Administration. The 'Customer Management' tab is selected. A red arrow points to the 'Customer Management' tab, and another red arrow points to the 'Customer details' option in the dropdown menu that appears when the tab is clicked. The main content area displays a table of customer data.

Customer Name	Count 1	Count 2
Banco Millennium Atlantico	102	102
BBPM	0	25
BDO	0	2
Bill & Dave's Sandwich Shop	0	367
BIZ Angola	3	3
brk demo	0	32
Coalicion de San Juan	0	2
Coamo Satellite	0	7
CTC	2	100
Customer Test 1	0	1
CWC SDS	0	10
DGtech	0	33
DO-Showroom-TEST	0	22
DOS OFFICES	0	23
Doug	0	10
DUOC UC	0	55
Earnix LTD	0	2
Eastwater	0	369
EGM Office Centre Ltd	0	11
EKM	0	10
Essex	0	6
Exeter	0	22
Exeter	0	199
FC	0	198
Gavin	0	21
GES	0	2
HP D	0	8
HP Ir	0	19
HP S	0	2
HPPI	0	11
HPPK Customer1	0	41
Hrbáček Servis TEST	0	48
IHG GROUP	0	13
IJ LLC	0	1
JK	0	1

At the bottom of the page, there is a footer with the text: "EKM Insight Portal Web Server v5.21130. Copyright © EKM Global Limited 2014-2020. All rights reserved. By using this software you agree to the terms of the licence agreement."

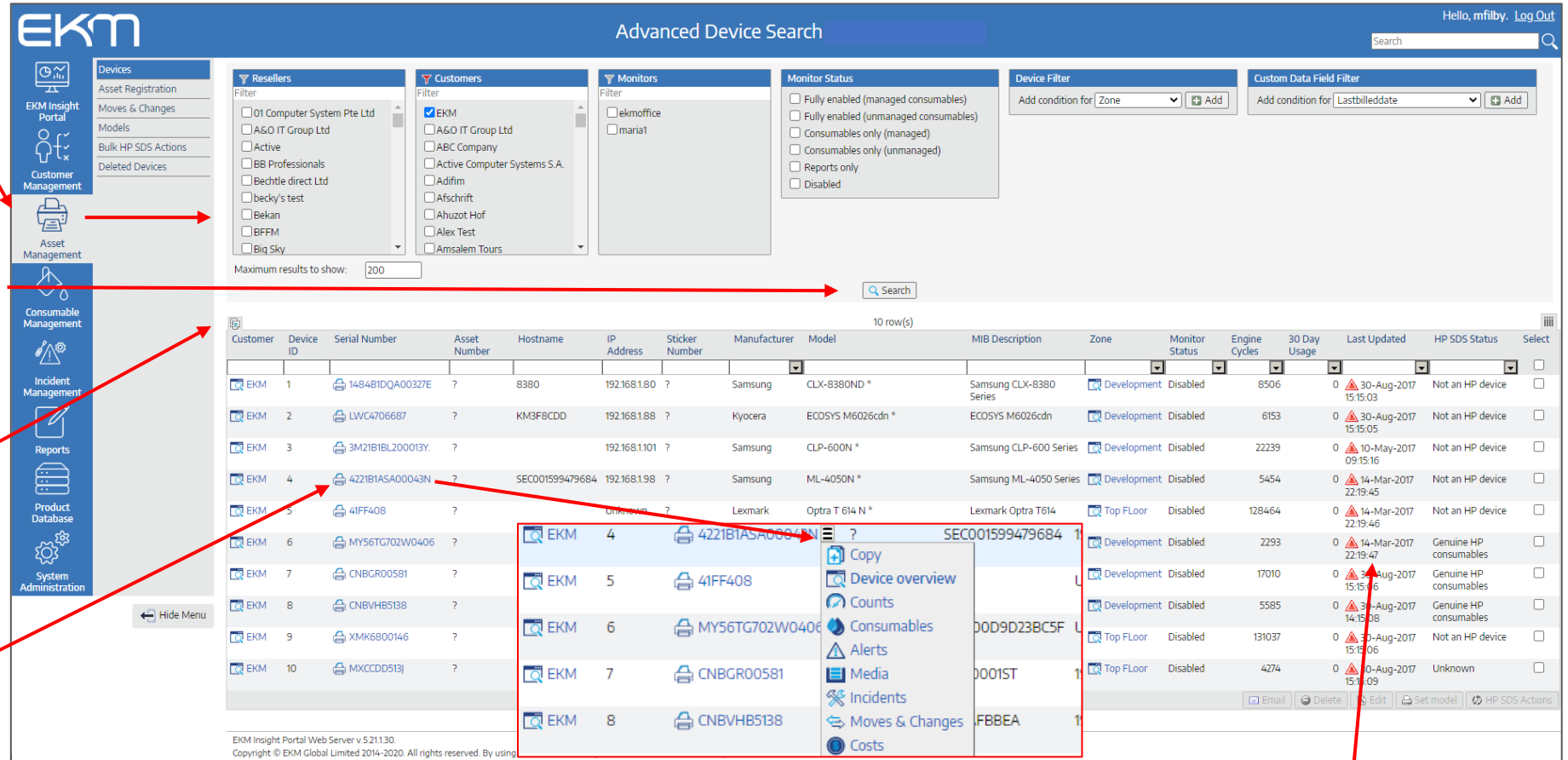
Asset Management - Devices

Select **Asset Management** then **Devices**

Enter search criteria or press search to display all devices

Use table headers to sort and search as required

Click on the **serial number** to display a devices details



Advanced Device Search

Search

Maximum results to show: 200

Customer	Device ID	Serial Number	Asset Number	Hostname	IP Address	Sticker Number	Manufacturer	Model	MIB Description	Zone	Monitor Status	Engine Cycles	30 Day Usage	Last Updated	HP SDS Status	Select
EKM	1	1484B1DQA00327E	?	8380	192.168.1.80	?	Samsung	CLX-8380ND *	Samsung CLX-8380 Series	Development	Disabled	8506	0	30-Aug-2017 15:15:03	Not an HP device	
EKM	2	LVC4706687	?	KM3F8CDD	192.168.1.88	?	Kyocera	ECOSYS M6026cdn *	ECOSYS M6026cdn	Development	Disabled	6153	0	30-Aug-2017 15:15:05	Not an HP device	
EKM	3	3M21B1BL200013Y	?		192.168.1.101	?	Samsung	CLP-600N *	Samsung CLP-600 Series	Development	Disabled	22239	0	10-May-2017 09:15:16	Not an HP device	
EKM	4	4221B1ASA00043N	?	SEC001599479684	192.168.1.98	?	Samsung	ML-4050N *	Samsung ML-4050 Series	Development	Disabled	5454	0	14-Mar-2017 22:19:45	Not an HP device	
EKM	5	41FF408	?			?	Lexmark	Optra T 614 N *	Lexmark Optra T614	Top Floor	Disabled	128464	0	14-Mar-2017 22:19:46	Not an HP device	
EKM	6	MY56TG702W0406	?			?				Development	Disabled	2293	0	14-Mar-2017 22:19:47	Genuine HP consumables	
EKM	7	CNBGR00581	?			?				Development	Disabled	17010	0	14-Mar-2017 15:15:16	Genuine HP consumables	
EKM	8	CNBVHB5138	?			?				Development	Disabled	5585	0	30-Aug-2017 14:15:08	Genuine HP consumables	
EKM	9	XMKG6800146	?			?				Top Floor	Disabled	131037	0	30-Aug-2017 15:15:06	Not an HP device	
EKM	10	MXCCDD513J	?			?				Top Floor	Disabled	4274	0	10-Aug-2017 15:15:09	Unknown	

EKM Insight Portal Web Server v.5.211.30.
Copyright © EKM Global Limited 2014-2020. All rights reserved. By using

Hover next to serial number to show a context sensitive drop down

Note the last updated date / time stamp

Asset Management – Device Overview

Device Overview

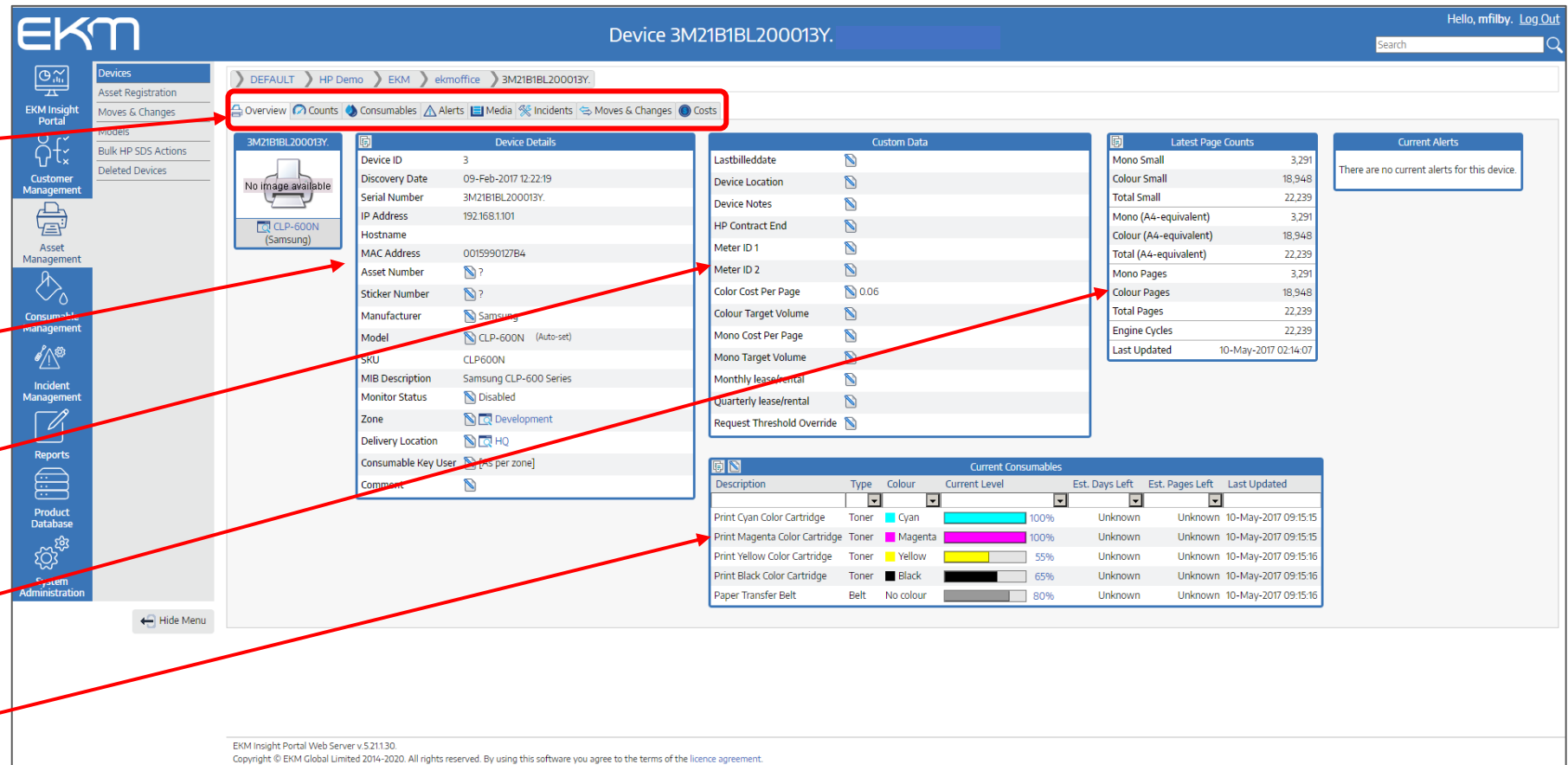
Detailed tabs for counts, consumables, alerts, media and HP Smart Device Services

Asset details

Custom data fields (if present)

Latest page counts

Latest consumable readings



EKM Device 3M21B1BL200013Y. Hello, mfilby. Log Out

DEFAULT > HP Demo > EKM > ekloffice > 3M21B1BL200013Y

Overview Counts Consumables Alerts Media Incidents Moves & Changes Costs

Device Details

Device ID	3
Discovery Date	09-Feb-2017 12:22:19
Serial Number	3M21B1BL200013Y
IP Address	192.168.1.101
Hostname	
MAC Address	0015990127B4
Asset Number	?
Sticker Number	?
Manufacturer	Samsung
Model	CLP-600N (Auto-set)
SKU	CLP600N
MIB Description	Samsung CLP-600 Series
Monitor Status	Disabled
Zone	Development
Delivery Location	HQ
Consumable Key User	[X\$ per zone]
Comment	

Custom Data

Lastbilleddate	
Device Location	
Device Notes	
HP Contract End	
Meter ID 1	
Meter ID 2	
Color Cost Per Page	0.06
Colour Target Volume	
Mono Cost Per Page	
Mono Target Volume	
Monthly lease/rental	
Quarterly lease/rental	
Request Threshold Override	

Latest Page Counts

Mono Small	3,291
Colour Small	18,948
Total Small	22,239
Mono (A4-equivalent)	3,291
Colour (A4-equivalent)	18,948
Total (A4-equivalent)	22,239
Mono Pages	3,291
Colour Pages	18,948
Total Pages	22,239
Engine Cycles	22,239
Last Updated	10-May-2017 02:14:07

Current Alerts

There are no current alerts for this device.

Current Consumables

Description	Type	Colour	Current Level	Est. Days Left	Est. Pages Left	Last Updated
Print Cyan Color Cartridge	Toner	Cyan	100%	Unknown	Unknown	10-May-2017 09:15:15
Print Magenta Color Cartridge	Toner	Magenta	100%	Unknown	Unknown	10-May-2017 09:15:15
Print Yellow Color Cartridge	Toner	Yellow	55%	Unknown	Unknown	10-May-2017 09:15:16
Print Black Color Cartridge	Toner	Black	65%	Unknown	Unknown	10-May-2017 09:15:16
Paper Transfer Belt	Belt	No colour	80%	Unknown	Unknown	10-May-2017 09:15:16

EKM Insight Portal Web Server v.5.21130.
Copyright © EKM Global Limited 2014-2020. All rights reserved. By using this software you agree to the terms of the licence agreement.

Asset Management – Asset details

Device Asset data that has been collected from device

Asset number – usually the dealer's asset number












Sticker number – usually your asset number

Device manufacturer and model and SKU

Device monitoring status

Zone (location) – this may not be linked to the delivery zone

Delivery location if configured

Device Details	
Device ID	3
Discovery Date	09-Feb-2017 12:22:19
Serial Number	3M21B1BL200013Y.
IP Address	192.168.1.101
Hostname	
MAC Address	0015990127B4
Asset Number	 ?
Sticker Number	 ?
Manufacturer	 Samsung
Model	 CLP-600N (Auto-set)
SKU	CLP600N
MIB Description	Samsung CLP-600 Series
Monitor Status	 Disabled
Zone	  Development
Delivery Location	  HQ
Consumable Key User	 [As per zone]
Comment	

Asset Management – Counts tab

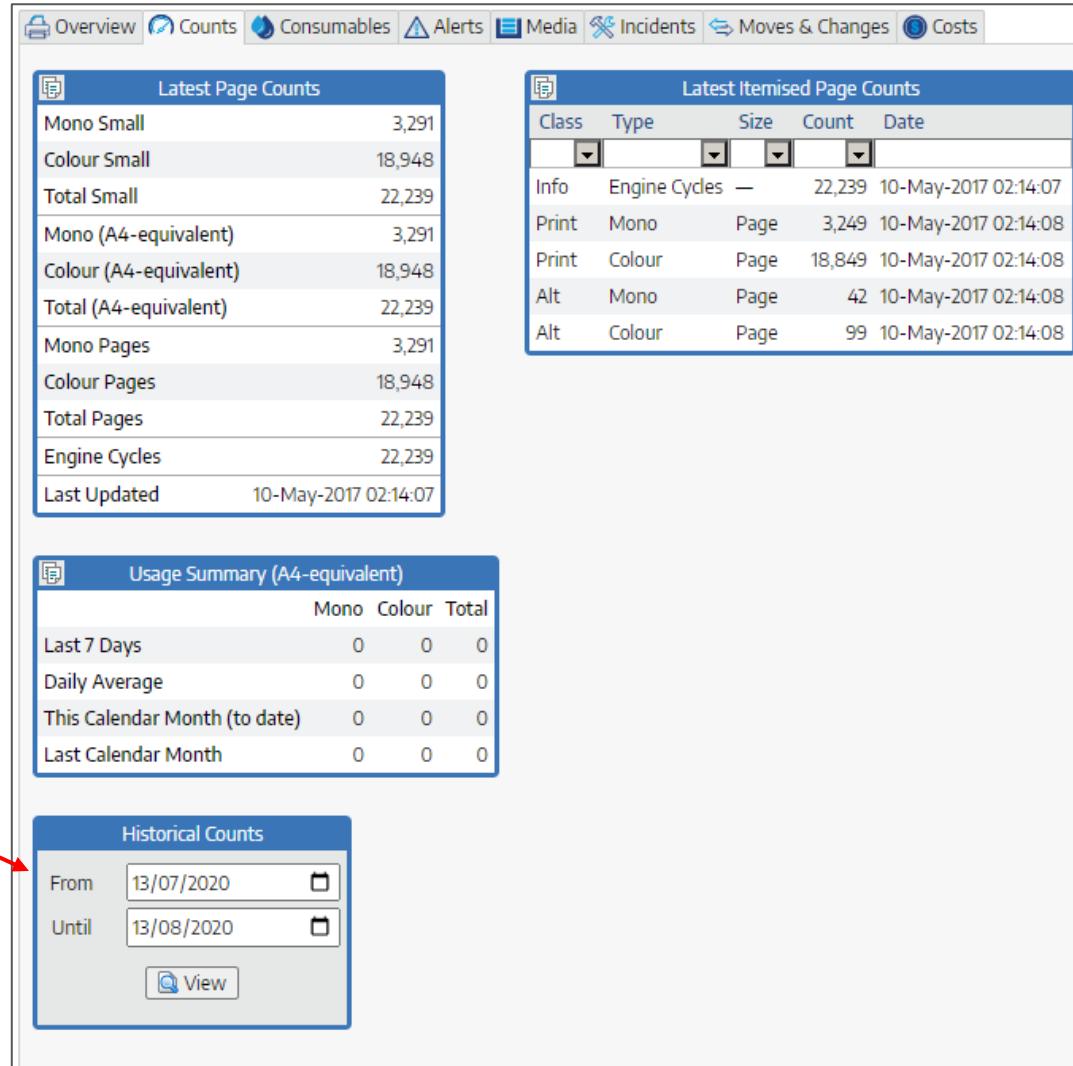
RAW counts are all counts a device produces including MI counts that are not used for billing

Itemised counts can be used for billing

Latest page counts are billing counts with copy / print added together

A4-Equivalent is where an A3 page has been clicked as 2 x A4

Count history displays ALL itemised count data between 2 dates. It is recommended that, to view counts between 2 dates the usage report is used (see later explanation)



The screenshot shows the 'Counts' tab in the Asset Management interface. It contains four main sections:

- Latest Page Counts:** A table showing counts for Mono Small, Colour Small, Total Small, Mono (A4-equivalent), Colour (A4-equivalent), Total (A4-equivalent), Mono Pages, Colour Pages, Total Pages, Engine Cycles, and Last Updated (10-May-2017 02:14:07).
- Latest Itemised Page Counts:** A table with columns Class, Type, Size, Count, and Date. It lists Info (Engine Cycles), Print (Mono Page), Print (Colour Page), Alt (Mono Page), and Alt (Colour Page) with their respective counts and timestamps.
- Usage Summary (A4-equivalent):** A table showing usage for Mono, Colour, and Total across Last 7 Days, Daily Average, This Calendar Month (to date), and Last Calendar Month.
- Historical Counts:** A section with 'From' and 'Until' date pickers (13/07/2020 to 13/08/2020) and a 'View' button. A red arrow points from the text 'Count history displays ALL itemised count data between 2 dates' to this section.

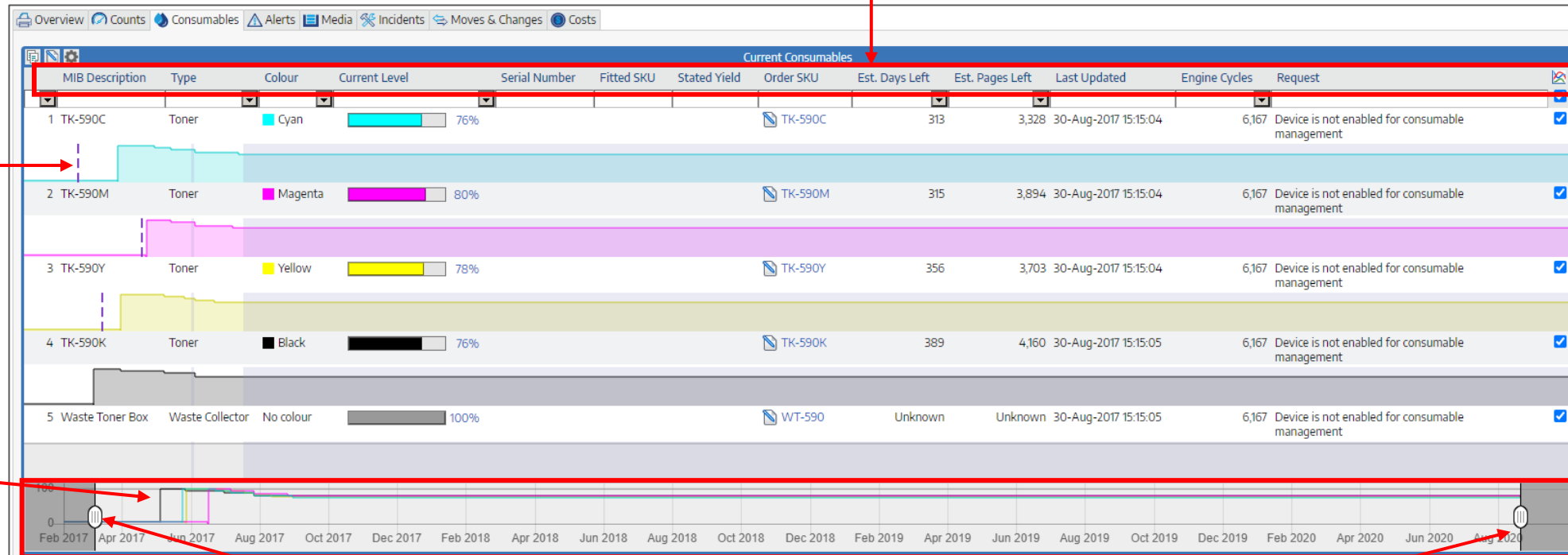
Asset Management - Consumables tab

Note: % level, days left, last update and total page count

Consumable request made by EKM Insight

Consumable replaced in device

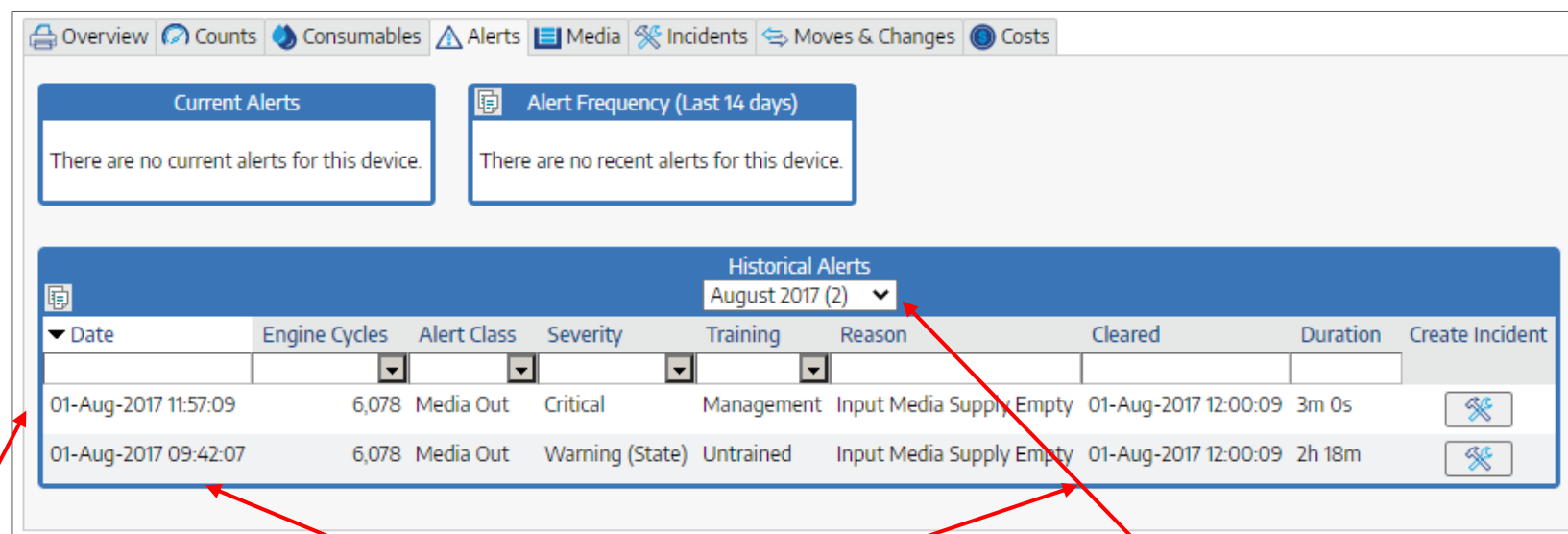
Allows certain graphs to be shown or hidden as needed



Modifies period shown by graphs

Asset Management - Alerts tab

Alerts are pulled from the device rather than pushed





Overview Counts Consumables Alerts Media Incidents Moves & Changes Costs

Current Alerts
There are no current alerts for this device.

Alert Frequency (Last 14 days)
There are no recent alerts for this device.

Historical Alerts
August 2017 (2)

Date	Engine Cycles	Alert Class	Severity	Training	Reason	Cleared	Duration	Create Incident
01-Aug-2017 11:57:09	6,078	Media Out	Critical	Management	Input Media Supply Empty	01-Aug-2017 12:00:09	3m 0s	
01-Aug-2017 09:42:07	6,078	Media Out	Warning (State)	Untrained	Input Media Supply Empty	01-Aug-2017 12:00:09	2h 18m	

This shows active alerts on the device and the time the alert occurred

This is when the alert was read from the device

Allows review of historic Alerts by month on month

Asset Management – Media tab

The media tab shows the current paper levels and trays available

It is currently for information only

Overview

Counts

Consumables

Alerts

Media

Incidents

Moves & Changes

Costs

Media Trays

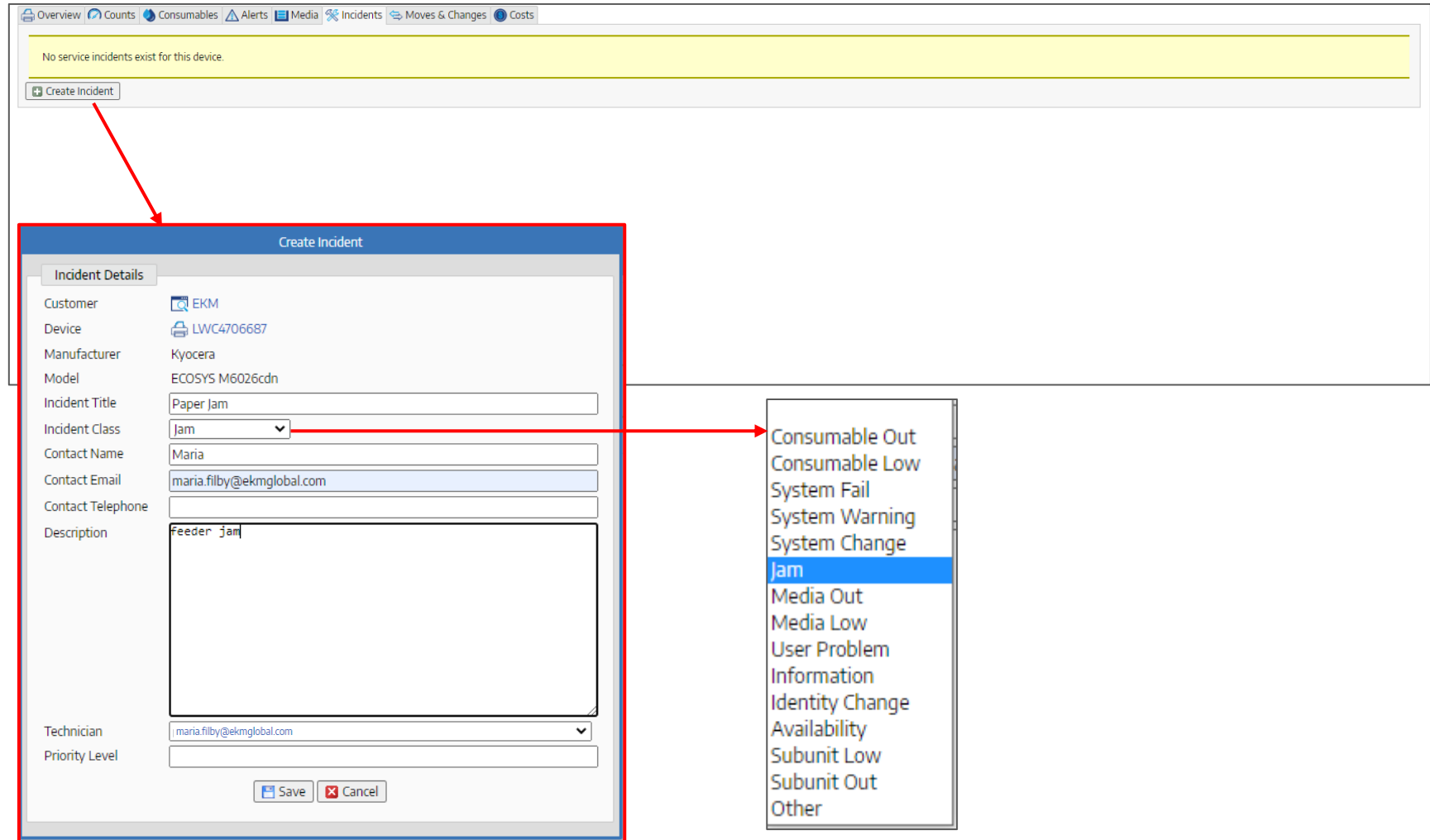
Model	Description	Media	Type	Weight	Capacity	Current Level	Unit	Status Code
Top Tray	Output Top Tray	Unknown	Unknown	Unknown	250	Unknown	Other	-1
MP Tray	Input MP Tray	PLAIN	Unknown	Unknown	50	0	Sheets	19
Cassette 1	Input Cassette 1	PLAIN	Unknown	Unknown	250	Unknown	Sheets	4

Asset Management – Incidents tab

The incidents tab records all of the incidents logged for a device

A new incident can also be created here

Click on **Create Incident** and complete the information



The screenshot shows the 'Incidents' tab in the INSIGHT Asset Management interface. A yellow banner at the top states 'No service incidents exist for this device.' Below this is a 'Create Incident' button. A red arrow points from this button to the 'Create Incident' form. The form is titled 'Create Incident' and has a tab labeled 'Incident Details'. The form fields are as follows:

- Customer: EKM
- Device: LWC4706687
- Manufacturer: Kyocera
- Model: ECOSYS M6026cdn
- Incident Title: Paper Jam
- Incident Class: Jam (selected from a dropdown menu)
- Contact Name: Maria
- Contact Email: maria.filby@ekmglobal.com
- Contact Telephone: (empty)
- Description: Feeder jam
- Technician: maria.filby@ekmglobal.com
- Priority Level: (empty)

At the bottom of the form are 'Save' and 'Cancel' buttons. A red arrow points from the 'Incident Class' dropdown menu to a list of incident classes:

- Consumable Out
- Consumable Low
- System Fail
- System Warning
- System Change
- Jam** (highlighted)
- Media Out
- Media Low
- User Problem
- Information
- Identity Change
- Availability
- Subunit Low
- Subunit Out
- Other

Asset Management – HP SDS tab

Shows HP SDS status
Includes Consumable status
and firmware revision

Operations performed on device

Event Logs
These can be displayed and reviewed

Overview Counts Consumables Alerts Media Incidents Moves & Changes Costs HP Smart Device Services

Notice: This information is supplied by HP Smart Device Services.

Status	
HP Customer ID	383878
HP Connector ID	146910
HP Device ID	151203319
Model	HP PAGEWIDE COLOR FLOW E77650
SKU	Z5G76A
IP Address	192.168.20.35
Hostname	192-168-20-35
Last Update from HP	21-Aug-2020 03:28:14
Last Contact	✓ 20-Aug-2020 23:44:11
MSKU State	Present
Activation Status	Active
Has Genuine HP Cartridges	✓ [GenuineHP]
Firmware	2410035_055368 (05-Feb-2020)
HP Managed Device Authorization	✓ (18-Sep-2020)
Enhanced Access Authorization	✓ (18-Sep-2020)
Enhanced Telemetry Data	✓ (18-Sep-2020)
Enhanced Service Messaging	✓ (18-Sep-2020)

Actions

- View Model SDS Capabilities
- Refresh HP Data Cache
- Update HP JAMC Device Credentials
- Restart Device
- Update Firmware
- Configure Device
- Configure Device Message
- Remote Device EWS Access
- Configure Report A Problem App
- View Advanced Support Information

Recent Activity

No operations have been submitted for this device.
There are no engineering advisories for this device.

Event Logs and Training-on-Demand

Starting from: 21/07/2020

Event Level: Information, Warning, and Error

View

Asset Management – HP SDS Event logs

EKM Insight allows HP SDS Device event logs to be viewed and gives single click access to the HP SDS knowledge base as part of day to day Service Management

This includes videos, instructions and parts lists for specific devices and issues

Using EKM Insight's powerful access control and security profiles, users can be granted access to this information from anywhere in the world securely

Event Logs and Training-on-Demand					
Event Type	Event Code	Event Date	Total Impressions	Firmware Version	Help
Info	32.08.A3	21-Aug-2020 00:45:58	0	2411097_060472	An event related to starting the printer.
Info	33.01.03	21-Aug-2020 00:45:51	0	2411097_060472	A save or restore process has occurred.
Info	40.08.00	21-Aug-2020 00:45:49	0	2411097_060472	The USB storage accessory has been removed.
Info	99.07.20	21-Aug-2020 00:45:47	0	2411097_060472	A message of this form indicates a firmware installation error.
Info	99.07.20	21-Aug-2020 00:45:45	0	2411097_060472	A message of this form indicates a firmware installation error.
Info	99.02.01	21-Aug-2020 00:45:05	0	2411097_060472	Firmware installation was successful.
Info	99.02.01	21-Aug-2020 00:44:42	0	2411097_060472	Firmware installation was successful.
Info	99.02.01	21-Aug-2020 00:43:39	0	2411097_060472	Firmware installation was successful.
Info	32.08.A2	20-Aug-2020 05:41:14	0	2308974_579780	An event related to starting the printer.
Info	99.00.01	20-Aug-2020 05:41:08	0	2308974_579780	A remote firmware upgrade (RFU) was not performed.
Info	32.1C.40	20-Aug-2020 05:24:14	0	2308974_579780	The backup operation completed successfully (informational).
Info	44.01.23	20-Aug-2020 05:24:08	0	2308974_579780	A digital send error has occurred.
Info	44.01.26	20-Aug-2020 05:24:08	0	2308974_579780	A digital send error has occurred.

44.01.xx Error Event log message

A digital send error has occurred.

Recommended action

1. No action necessary. This error message should automatically clear.
2. Try to send the job again.
3. If the error does not clear or it returns:
 - a. Use optimal resolution and image quality settings.
 - b. Wait until all the digital send jobs have been processed.
 - c. Turn the printer off, and then on. Retry the job.
 - d. Verify if there is an attachment limit on the email.
 - e. Verify network connectivity, SMTP gateways, access to folder share.

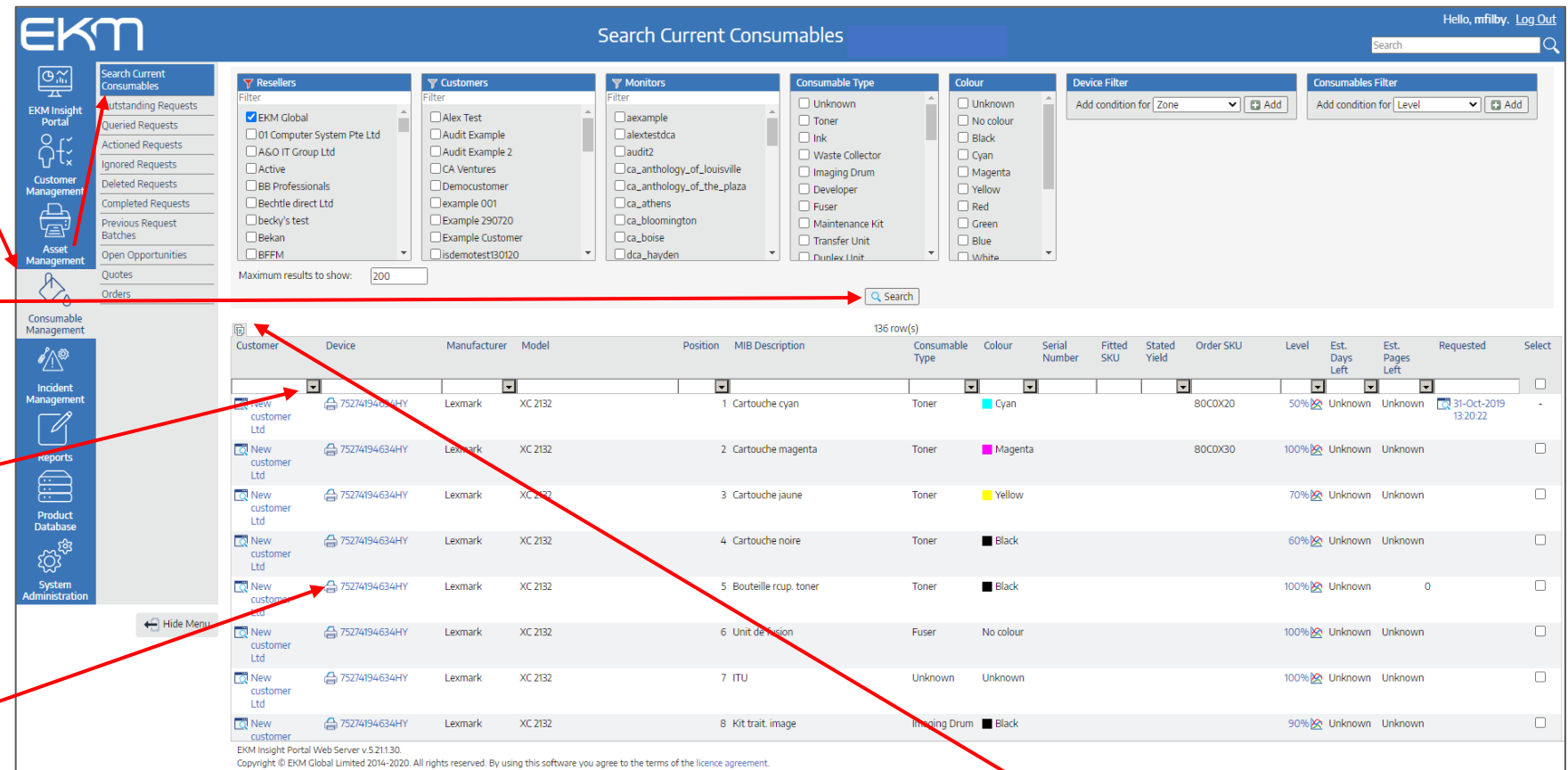
Consumables Management

Select **Consumables Management** then **Search Current Consumables**

Enter search criteria or press search to display all consumables

Use table headers to sort and search as required

Press click on the **serial number** to display a device



EKM Search Current Consumables

Hello, mfilby. Log Out

Search

Resellers

- ☒ EKM Global
- ☐ 01 Computer System Pte Ltd
- ☐ A&O IT Group Ltd
- ☐ Active
- ☐ BB Professionals
- ☐ Bechtel direct Ltd
- ☐ becky's test
- ☐ Bekan
- ☐ BFFM

Customers

- ☐ Alex Test
- ☐ Audit Example
- ☐ Audit Example 2
- ☐ CA Ventures
- ☐ Democustomer
- ☐ example 001
- ☐ Example 290720
- ☐ Example Customer
- ☐ isdemotest130120

Monitors

- ☐ aexample
- ☐ alextestdca
- ☐ audit2
- ☐ ca_anthology_of_louisville
- ☐ ca_anthology_of_the_plaza
- ☐ ca_athens
- ☐ ca_bloomington
- ☐ ca_boise
- ☐ dca_hayden

Consumable Type

- ☐ Unknown
- ☐ Toner
- ☐ Ink
- ☐ Waste Collector
- ☐ Imaging Drum
- ☐ Developer
- ☐ Fuser
- ☐ Maintenance Kit
- ☐ Transfer Unit
- ☐ Duplex Unit

Colour

- ☐ Unknown
- ☐ No colour
- ☐ Black
- ☐ Cyan
- ☐ Magenta
- ☐ Yellow
- ☐ Red
- ☐ Green
- ☐ Blue
- ☐ White

Device Filter

Add condition for Zone Add

Consumables Filter

Add condition for Level Add

Maximum results to show: 200

Search

Customer	Device	Manufacturer	Model	Position	MIB Description	Consumable Type	Colour	Serial Number	Fitted SKU	Stated Yield	Order SKU	Level	Est. Days Left	Est. Pages Left	Requested	Select
New customer Ltd	75274194634HY	Lexmark	XC 2132	1	Cartouche cyan	Toner	Cyan				80C0X20	50%	Unknown	Unknown	31-Oct-2019 13:20:22	
New customer Ltd	75274194634HY	Lexmark	XC 2132	2	Cartouche magenta	Toner	Magenta				80C0X30	100%	Unknown	Unknown		
New customer Ltd	75274194634HY	Lexmark	XC 2132	3	Cartouche jaune	Toner	Yellow					70%	Unknown	Unknown		
New customer Ltd	75274194634HY	Lexmark	XC 2132	4	Cartouche noire	Toner	Black					60%	Unknown	Unknown		
New customer Ltd	75274194634HY	Lexmark	XC 2132	5	Bouteille rcup. toner	Toner	Black					100%	Unknown	0		
New customer Ltd	75274194634HY	Lexmark	XC 2132	6	Unit de fusion	Fuser	No colour					100%	Unknown	Unknown		
New customer Ltd	75274194634HY	Lexmark	XC 2132	7	ITU	Unknown	Unknown					100%	Unknown	Unknown		
New customer Ltd	75274194634HY	Lexmark	XC 2132	8	Kit trait. image	Imaging Drum	Black					90%	Unknown	Unknown		

EKM Insight Portal Web Server v.5.211.30.
Copyright © EKM Global Limited 2014-2020. All rights reserved. By using this software you agree to the terms of the licence agreement.

Note: you can copy this list to clipboard using the top left copy icon

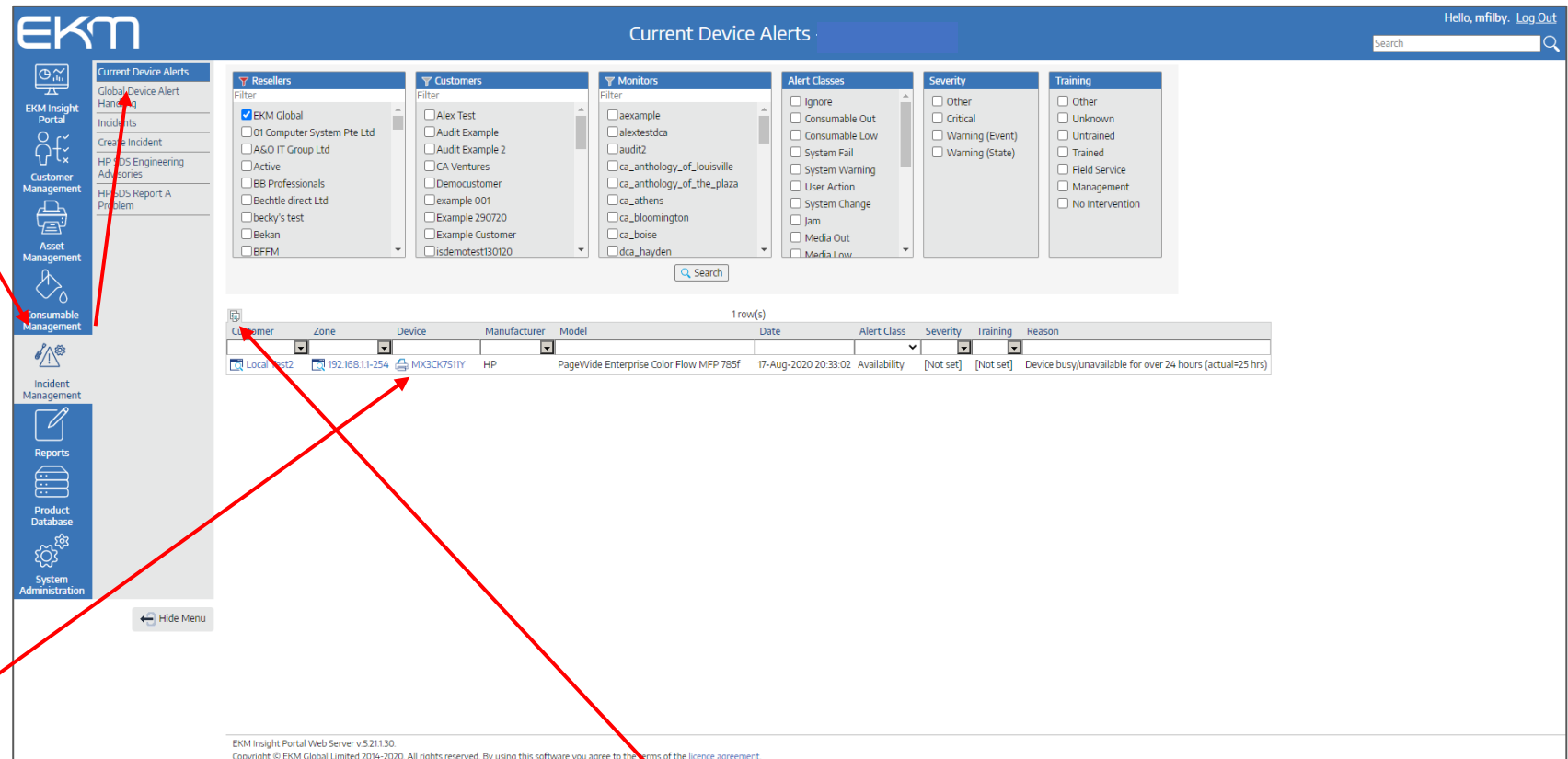
Incident Management

Select Incident Management then Current Device Alerts

Enter search criteria or press search to display all devices

Use table headers to sort and search as required

Press click on the serial number to display a device



EKM Current Device Alerts

Global Device Alert Handling

Incidents

Create Incident

HP SDS Engineering Advisories

HP SDS Report A Problem

Customer Management

Asset Management

Consumable Management

Incident Management

Reports

Product Database

System Administration

Hide Menu

Alert Classes

Severity

Training

Customer	Zone	Device	Manufacturer	Model	Date	Alert Class	Severity	Training	Reason
Local Host2	192.168.11-254	MX3CK7S11Y	HP	PageWide Enterprise Color Flow MFP 785f	17-Aug-2020 20:33:02	Availability	[Not set]	[Not set]	Device busy/unavailable for over 24 hours (actual=25 hrs)

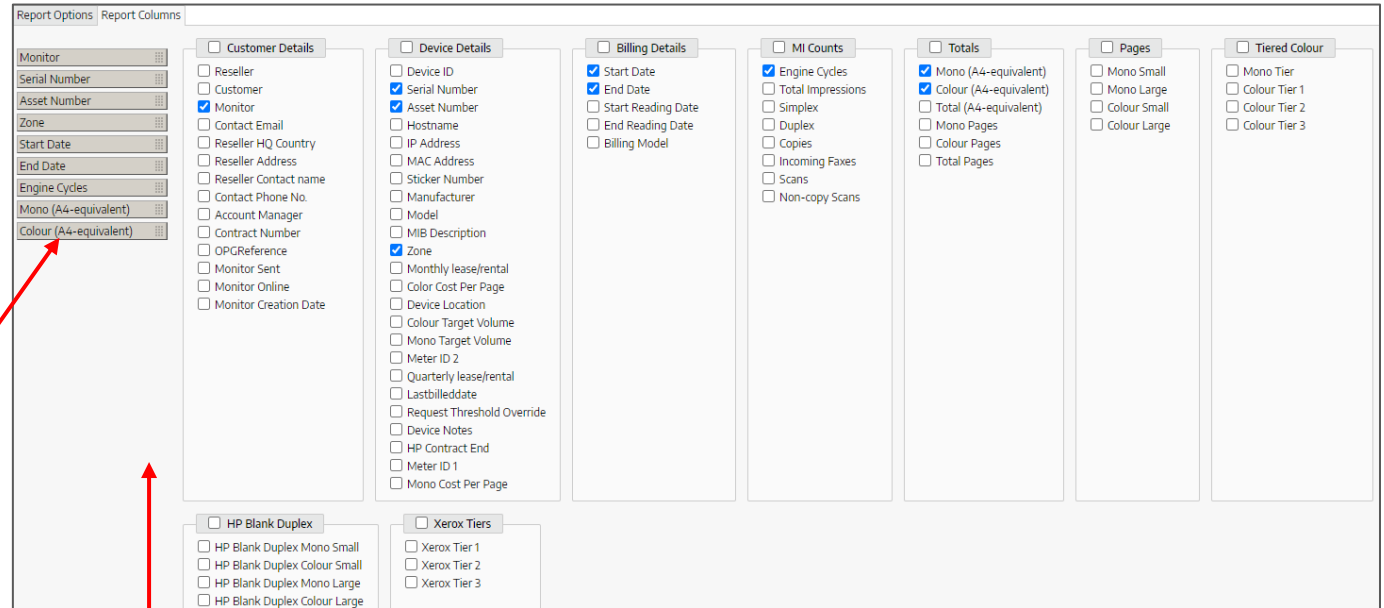
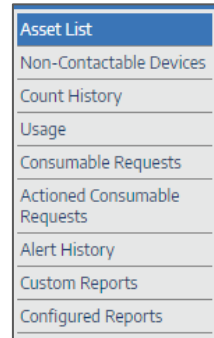
EKM Insight Portal Web Server v.5.211.30.
Copyright © EKM Global Limited 2014-2020. All rights reserved. By using this software you agree to the terms of the licence agreement.

Note: you can copy this list to clipboard using the top left copy icon

Reports

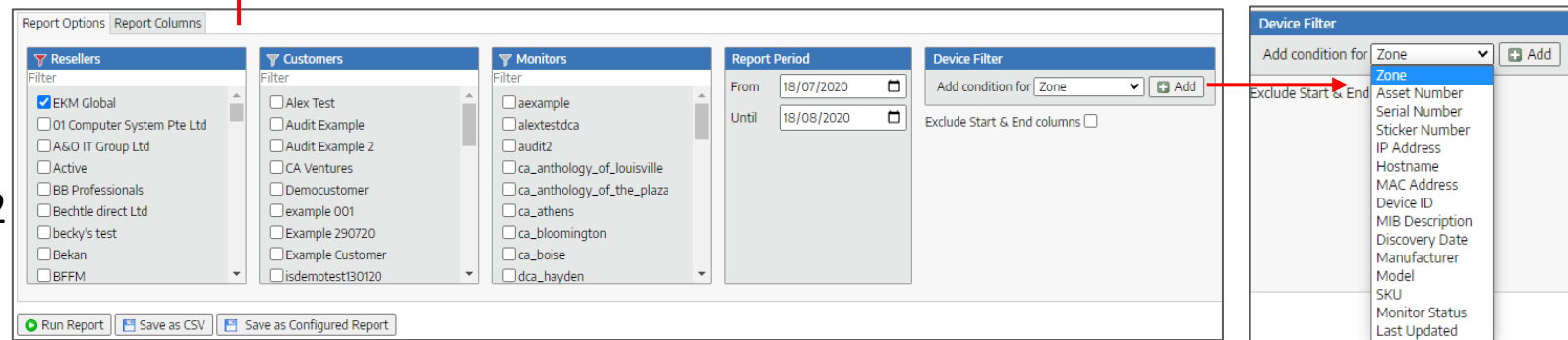
There are 9 types of reports that can be run

- Asset report
- Non-contactable devices
- Count History
- Usage
- Consumable Requests
- Actioned Consumable Requests
- Alert History
- Custom Reports
- Configured Reports

A screenshot of the 'Report Options' and 'Report Columns' configuration interface. The 'Report Columns' section is expanded, showing various categories of data that can be included in the report. Categories include Customer Details, Device Details, Billing Details, MI Counts, Totals, Pages, and Tiered Colour. A red arrow points from the 'Asset List' menu item to this configuration screen.

Columns and order can be selected / changed

Reports can be set to show data between 2 dates and also have advanced filters applied

A screenshot of the 'Report Options' and 'Device Filter' configuration interface. The 'Report Options' section shows filters for Resellers, Customers, and Monitors. The 'Report Period' section shows a date range from 18/07/2020 to 18/08/2020. The 'Device Filter' section shows a dropdown menu for 'Zone' with a list of available filters. A red arrow points from the 'Device Filter' dropdown to the 'Device Filter' section.

Reports – Detailed Meter Usage

To run a meter usage report between 2 dates the Report Period needs to have the start and end dates entered. Note the end date is exclusive so 1st to 1st will show a calendar month

Select the report columns by selecting the Report Columns tab and selecting the items required

Reorder the order if needed

Select **Run Report**, **Save as CSV** or **Schedule Report**

Report Period

From 18/07/2020

Until 18/08/2020

Device Filter

Add condition for Zone

Exclude Start & End columns

Report Options

☐ Reseller
☐ Customer
☒ Monitor
☐ Contact Email
☐ Reseller HQ Country
☐ Reseller Address
☐ Reseller Contact name
☐ Contact Phone No.
☐ Account Manager
☐ Contract Number
☐ OPGReference
☐ Monitor Sent
☐ Monitor Online
☐ Monitor Creation Date

Report Columns

☐ Serial Number
☒ Asset Number
☐ Hostname
☐ IP Address
☐ MAC Address
☐ Sticker Number
☐ Manufacturer
☐ Model
☐ MIB Description
☒ Zone
☐ Monthly lease/rental
☐ Color Cost Per Page
☐ Device Location
☐ Colour Target Volume
☐ Mono Target Volume
☐ Meter ID 2
☐ Quarterly lease/rental
☐ Lastbilleddate
☐ Request Threshold Override
☐ Device Notes
☐ HP Contract End
☐ Meter ID 1
☐ Mono Cost Per Page

☐ Customer Details

☐ Device Details

☐ Billing Details

☐ MI Counts

☐ Totals

☐ Pages

☐ Tiered Colour

These map left to right in the output

Run Report
Save as CSV
Save as Configured Report

17 row(s)

Monitor	Serial Number	Asset Number	Zone	Start Date	End Date	Engine Cycles Start	Engine Cycles End	Engine Cycles Usage	Mono (A4-equivalent) Start	Mono (A4-equivalent) End	Mono (A4-equivalent) Usage	Colour (A4-equivalent) Start	Colour (A4-equivalent) End	Colour (A4-equivalent) Usage
dca_hayden	NLCDJ03354	?	Systemat	18/07/20	18/08/20	196,435	196,435	0	196,435	196,435	0	0	0	0
dca_hayden	9455RHZ	?	Systemat	18/07/20	18/08/20	288	288	0	20	20	0	265	265	0
dca_hayden	793TNM8	?	Systemat	18/07/20	18/08/20	573,683	573,683	0	573,621	573,621	0	0	0	0
dca_hayden	7558100470434	?	Systemat	18/07/20	18/08/20	978,255	978,255	0	729,040	729,040	0	253,241	253,241	0
dca_hayden	7558100454220	?	Systemat	18/07/20	18/08/20	532,165	532,165	0	422,692	422,692	0	112,421	112,421	0

Scheduled Reports

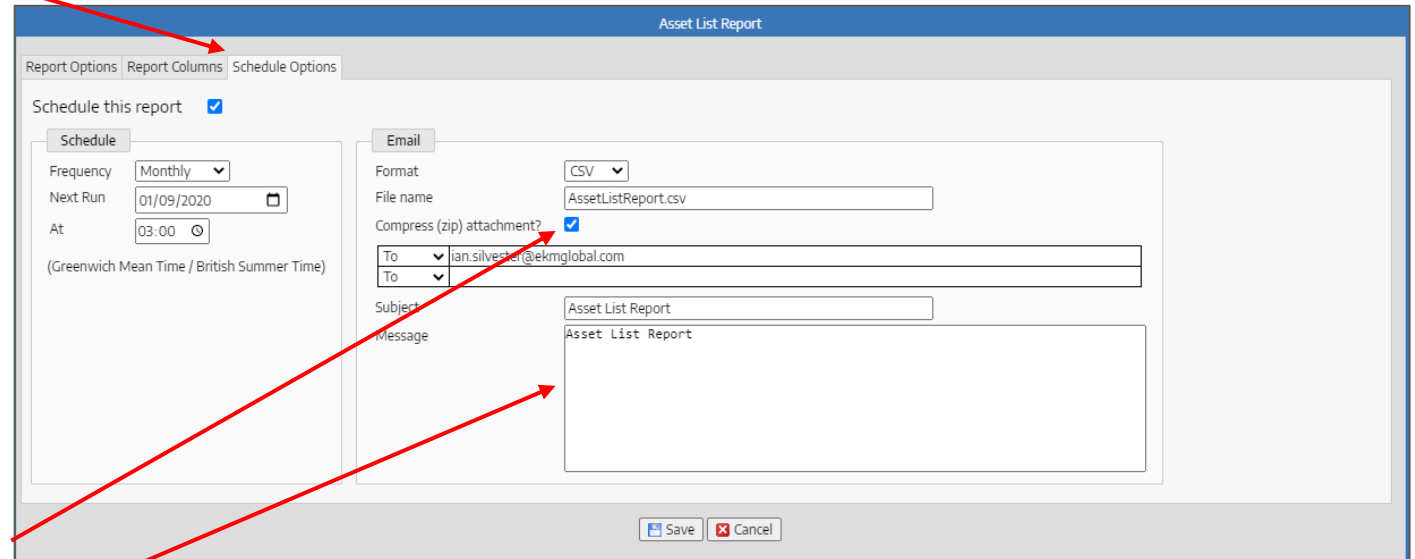
Scheduled reports have the same 2 setup tabs as a normal report but have additional settings to create the schedule

Reports can be scheduled

- Daily
- Week days
- Weekly
- Fortnightly
- Monthly

For larger reports the (zip) option is recommended

Custom text can be placed in the subject and message field of the email



Setting up Discoveries (if authorised)

Select **Customer management** then **Monitors** then select the monitor where you wish to setup or edit the discovery IP's or ranges

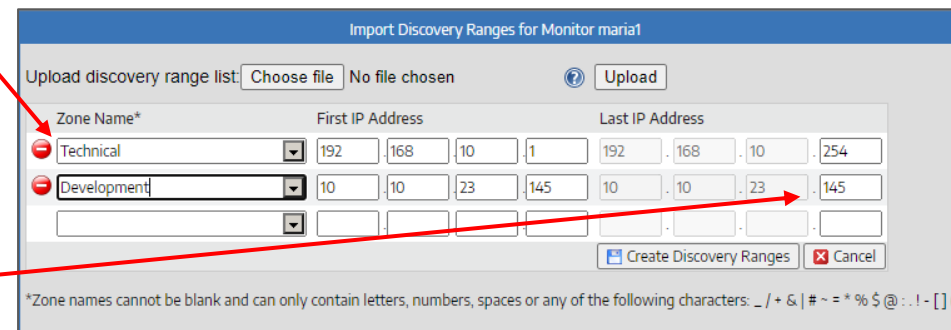
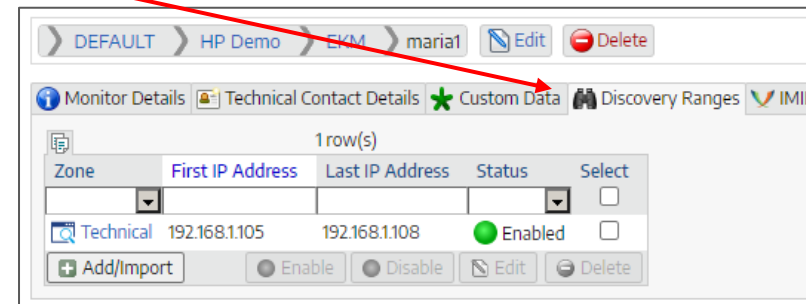
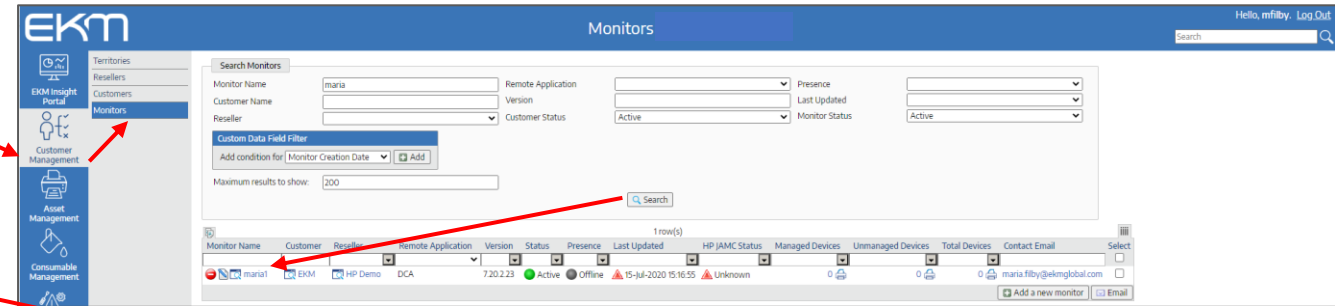
Select the **Discovery Ranges** tab to show current discoveries (this may be empty)

To add a discovery press **Add/Import**

Either use the drop down to supply a predefined zone name or enter the location of the devices (for example Top Floor)

Enter the range as x.x.x. <start IP octet> and then provide the <end IP octet> and press **create**

If these are the same then only that IP address will be scanned



Setting up Discoveries - Import

An file or IP address or ranges can be imported using the following rules

The file must be a UTF-8-encoded CSV list of discovery ranges, with each row in the following format:

Zone Name*, First IP Address, Fourth Octet of Last IP Address

For example, the following row would create a discovery range from 192.168.1.10 - 192.168.1.20 in a zone called "New Devices":

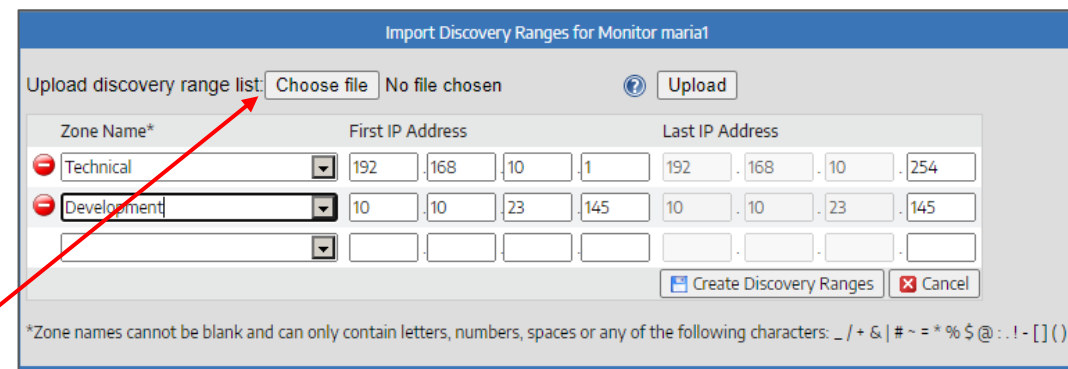
New Devices, 192.168.1.10, 20

*Zone names cannot be blank and can only contain letters, numbers, spaces or any of the following characters: _ / + & | # ~ = * % \$ @ : . ! -

Choose the file and press upload, then press Create once loaded onto the screen

For example

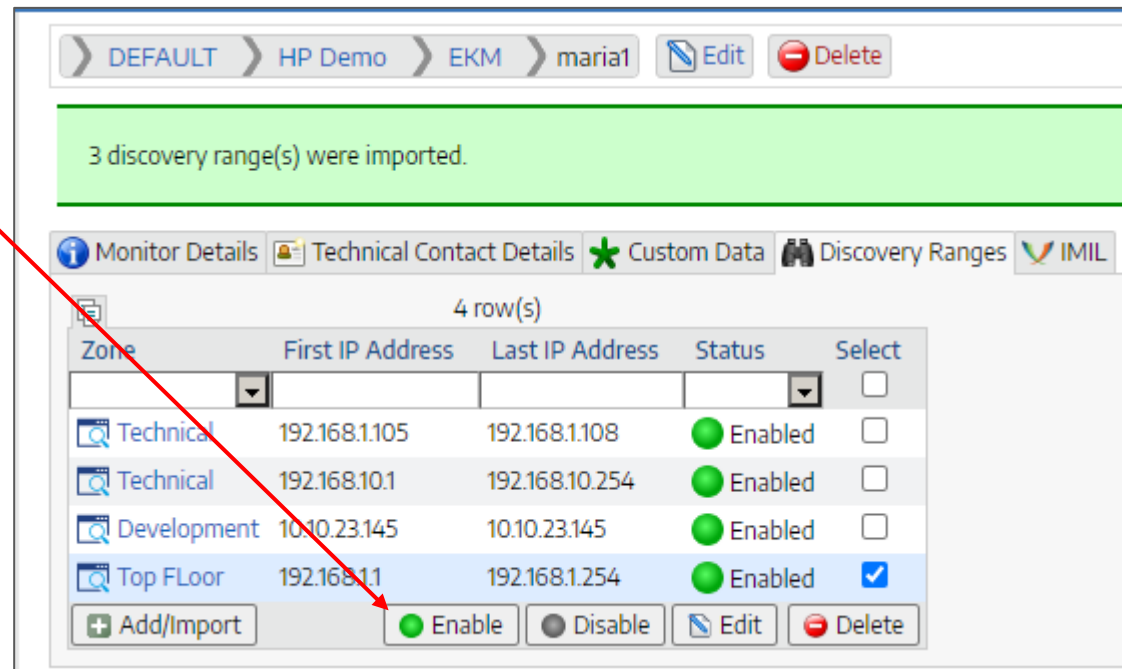
- Zone1, 192.168.0.1,254 (search full range (1-254))
- Zone2, 192.168.10.1,100 (search partial range (1-100))
- Zone2, 192.168.10.200,200 (add single device at .200)



Setting up Discoveries – Manage

Discoveries can be managed by selecting 1 or more of the discoveries show in the list and then selecting an option:

- Enable – turns on discovery and allows it to run
- Disable – turns OFF discovery
- Edit - change parameters
- Delete - remove discovery



3 discovery range(s) were imported.

Monitor Details Technical Contact Details Custom Data Discovery Ranges IMIL

4 row(s)

Zone	First IP Address	Last IP Address	Status	Select
Technical	192.168.1.105	192.168.1.108	Enabled	<input type="checkbox"/>
Technical	192.168.10.1	192.168.10.254	Enabled	<input type="checkbox"/>
Development	10.10.23.145	10.10.23.145	Enabled	<input type="checkbox"/>
Top Floor	192.168.1.1	192.168.1.254	Enabled	<input checked="" type="checkbox"/>

Please remember these discoveries ONLY use SNMP

They DO NOT, ping, multicast or broadcast

Help and Support

Please contact your Supplier for more help and support on EKM Insight