

FMAudit Onsite and Device Restart Guide

This document was created using the below systems:

- FMAudit Onsite Version 3.7.4
- Microsoft Windows 10

Please follow below when Device/s go Offline

Device/s considered to be Offline when:

An account is reporting audit data, but there is a device or devices that are not reporting counter or supplies information.

Causes for Device/s Offline

- Device is turned off
- Device is not connected to the network properly
- IP address of device is incorrect on FMAudit Onsite
- Device Cache is Enabled on Onsite
- Network Filtering / Protocols Blocked
- SNMP Protocol not active or incorrectly configured on the device

Things to Check for Device/s offline:

- Is the Device switched on?
- Verify the device is connected to the network
- Verify the IP address(s) of the device(s) in question
- Check if the device IP address is appearing in the IPV4 Unicast under FMAudit Onsite Network
- Disable Device Cache in Onsite (Follow the instructions provided in this restart guide during these tests)
- Ping the IP Address of the machine from Host where FMAudit Onsite is installed.
- Check if the SNMP is disabled by logging into top access/ web console and make sure the SNMP community name is set to Public.
- Check the last detection date of the printer on FMAudit Onsite Printers Tab.
- Check the SNMP setting by using the below SNMP testing tool

https://dl.toshiba-business.com.au/Utilities/FMA/fmaonsite_v3.7.4.20061_Release.zip

If device is still appearing as offline, please follow the procedure for restarting FMAudit Onsite

Suggestion: If unsure of the operation of FMAudit Onsite on the Workstation/Server the application is installed on, try installing FMAudit Onsite on another workstation/server. Having two installations of FMAudit Onsite updating the central FMAudit Server is not a problem as long as the Onsite versions are the same.

Note:

- Please advise about any recent network/device changes to fmaudit@toshiba-tap.com

Please follow below when Site goes Offline

Site is considered to be Offline when:

An account(s) in FMAudit Central has lost connectivity with an Onsite installation and is not receiving any audit data from the Onsite installation.

Causes for Site Offline

- Proxy / Firewall/ Content Filter - Blocking the communication traffic going to Central
- Security Suite restricting the Onsite program from running and/or Communicating
- Installation Issue - Onsite did not install Completely or Correctly
- Operating System Issue - .Net Framework / Systems Permissions

Things to check for Site offline:

- Server/Workstation has gone through any recent network changes.
- Make sure the workstation is turned on 24*7 on which FMA has been installed.
- Please reinstall FMAudit Onsite if you are unable to restart the service.(To request a new installer link [Click here](#))
- If the site is reporting via proxy, please check the proxy details along with credentials.
- If the site is reporting via email, please check the SMTP Server details along with credentials.

Note:

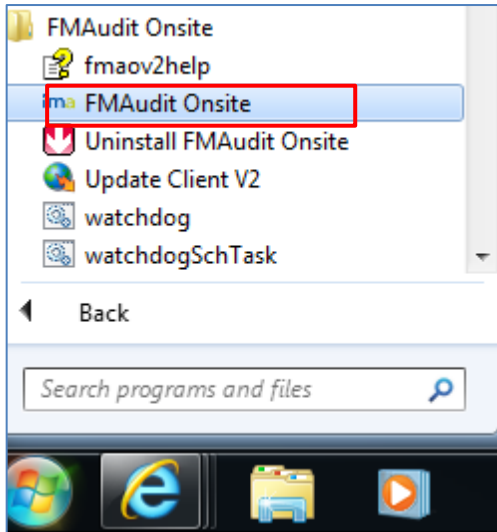
- Re-add the IP address on the FMAudit Onsite →Restart FMAudit Onsite (App) or FMAudit Onsite service.
- Please advise about any recent network/device changes to fmaudit@toshiba-tap.com

For more information regarding FMAudit, please visit <https://www.toshiba-business.com.au/Support/FM-Audit>

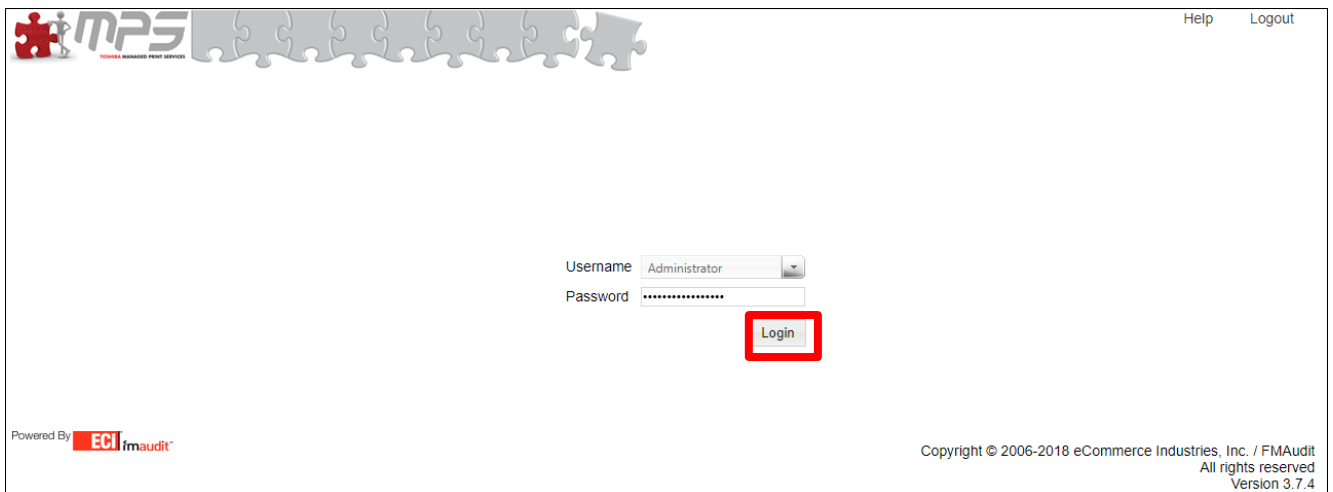
For any further assistance, email FMAudit team fmaudit@toshiba-tap.com or contact **1300 887 600** option 1

RESTARTING FMAUDIT ONSITE WHEN DEVICE/S OR SITE GOES OFFLINE

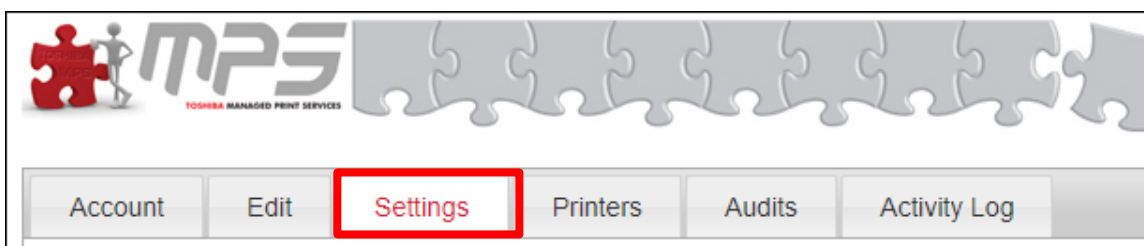
1. FMAudit Onsite can be configured locally via a web browser pointing to <http://127.0.0.1:33330> or by clicking the FMAudit Onsite icon within Start → All Programs → FMAudit Onsite



2. The administrator password will be entered automatically, press Login to login to FMAudit Onsite



3. Select settings



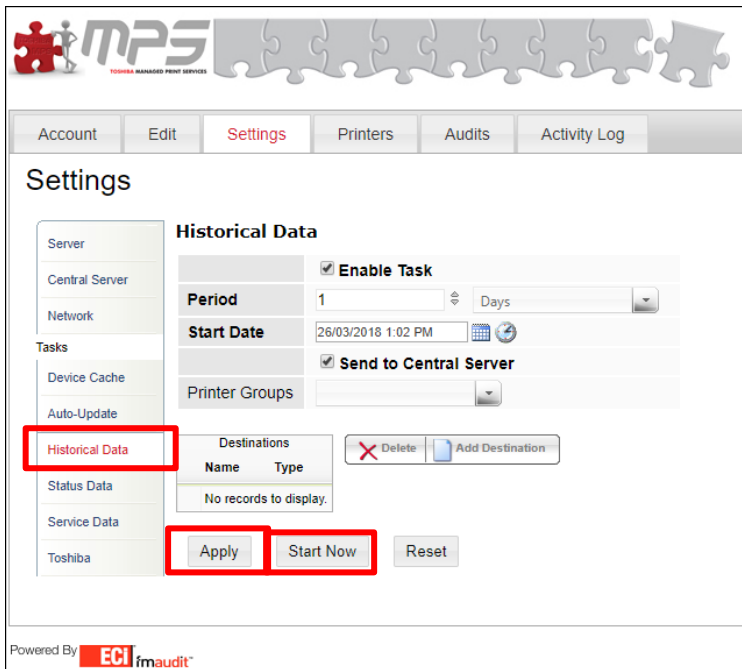
4. Select **Central Server** under Setting→**Apply**

The screenshot shows the MPS Settings interface. The left sidebar has 'Central Server' selected and highlighted with a red box. The main content area is titled 'Central Server' and contains a 'Central Config' section with the following fields: URL (http://mps.eid.toshiba-tap.com/), Username (f11011ea-5b25-41f2-9b6c), Password (masked with dots), and a checked checkbox for 'Synchronize Network Settings'. Below these fields are 'Apply' and 'Reset' buttons, with the 'Apply' button highlighted by a red box. A message 'Update successful.' is shown below the buttons. The footer indicates 'Powered By ECI fmaudit'.

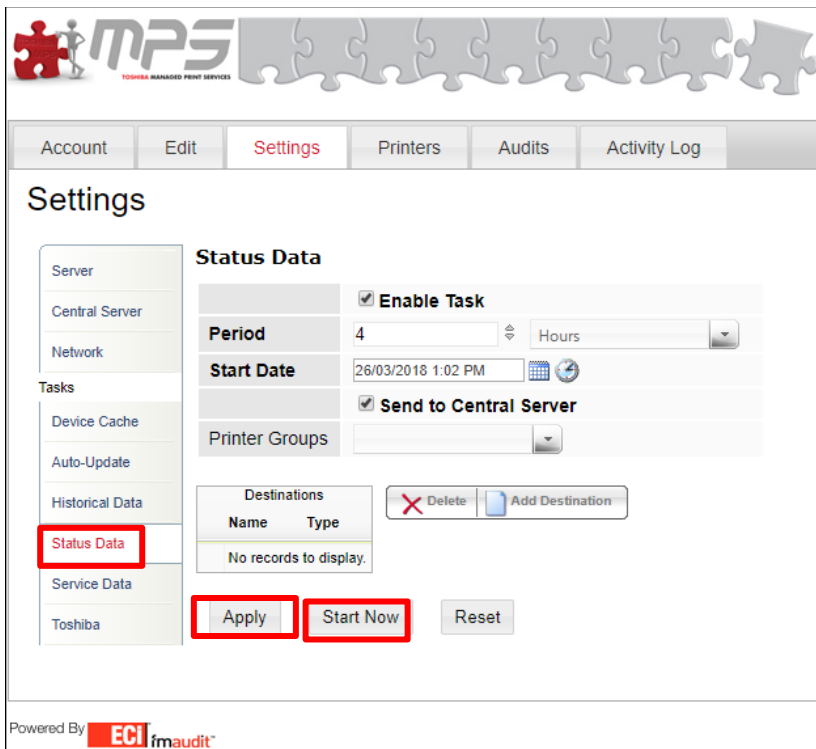
5. Select **Device Cache** under Setting→ untick “Enable Cache” →Click on **Start Now & Apply**

The screenshot shows the MPS Settings interface. The left sidebar has 'Device Cache' selected and highlighted with a red box. The main content area is titled 'Device Cache' and contains the following fields: 'Enable Cache' (unchecked checkbox, highlighted with a red box), 'Period' (1 Days), and 'Start Date' (2/11/2017 10:09 PM). Below these fields are 'Apply', 'Start Now', and 'Reset' buttons, with 'Apply' and 'Start Now' highlighted by red boxes.

6. Select **Historical Data** under the tasks→ **Start Now**→ **Apply**



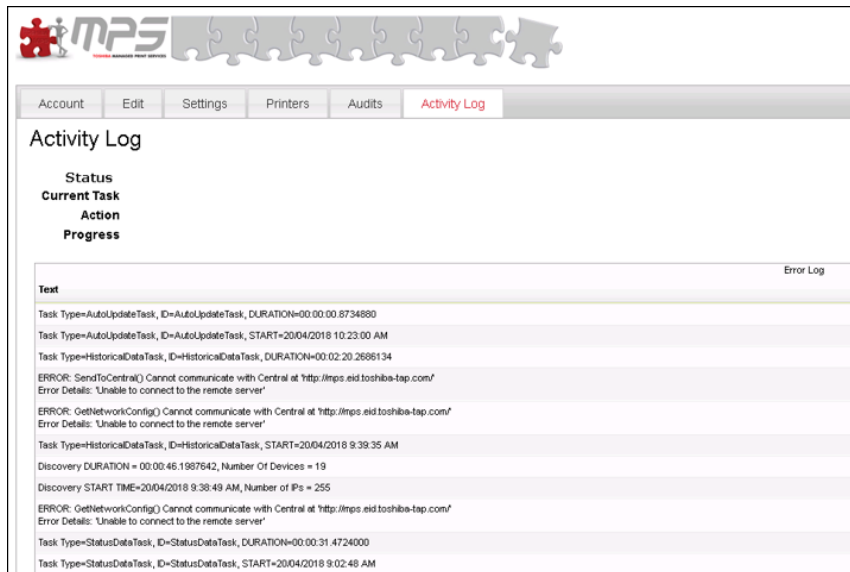
7. Select **Status Data** under task→**Start now**→**Apply**



This will force the FMAudit Onsite to send data to our central depository for meter/toner levels from Your site.

8. Check the **Activity Log of Onsite**

- Navigate to the Activity Log
- Check and see if there are any errors in the log, the image below is an example of how errors will appear



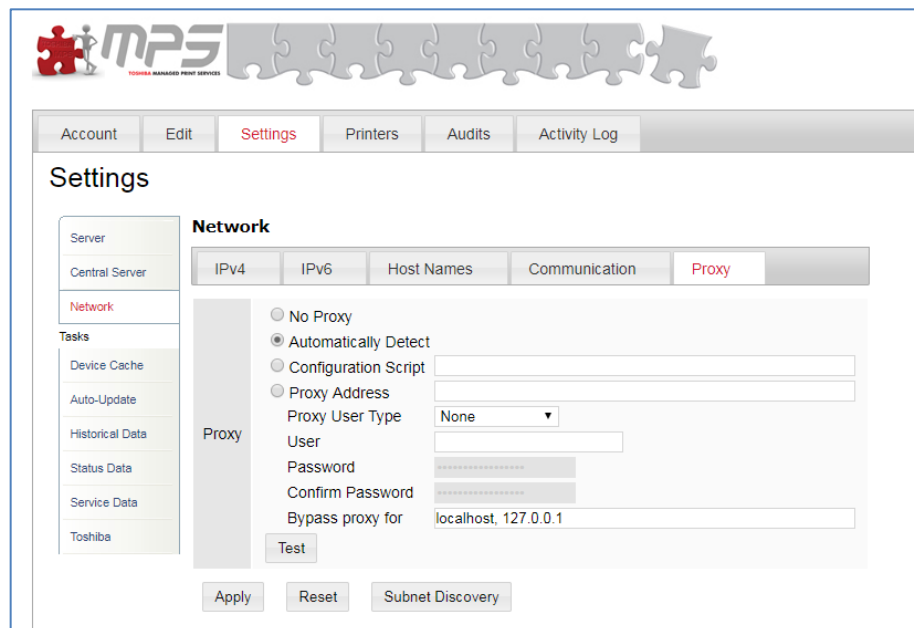
No Errors in log: Send the Activity Log screenshot to fmaudit@toshiba-tap.com to check if the restart was successful

Errors in log: Reference the Error in Appendix A then test with Step 8 if needed

9. Go to the Test **Proxy** Tab

Test the Proxy Settings

Settings → Network → Proxy Tab → select Automatically Detect and click **Test**



If the test is successful, the below message will appear:

Test Succeeded! You can save the configuration by clicking on the "Apply" button

The Test Succeeded: **Go to Step 5**

If the test fails you will receive error message (For error messages refer **Appendix A** in this document/
[Go to Step 8](#) if needed)

If an error is displayed, then please enter the below proxy details:
Choose Proxy Address and set up as per below details

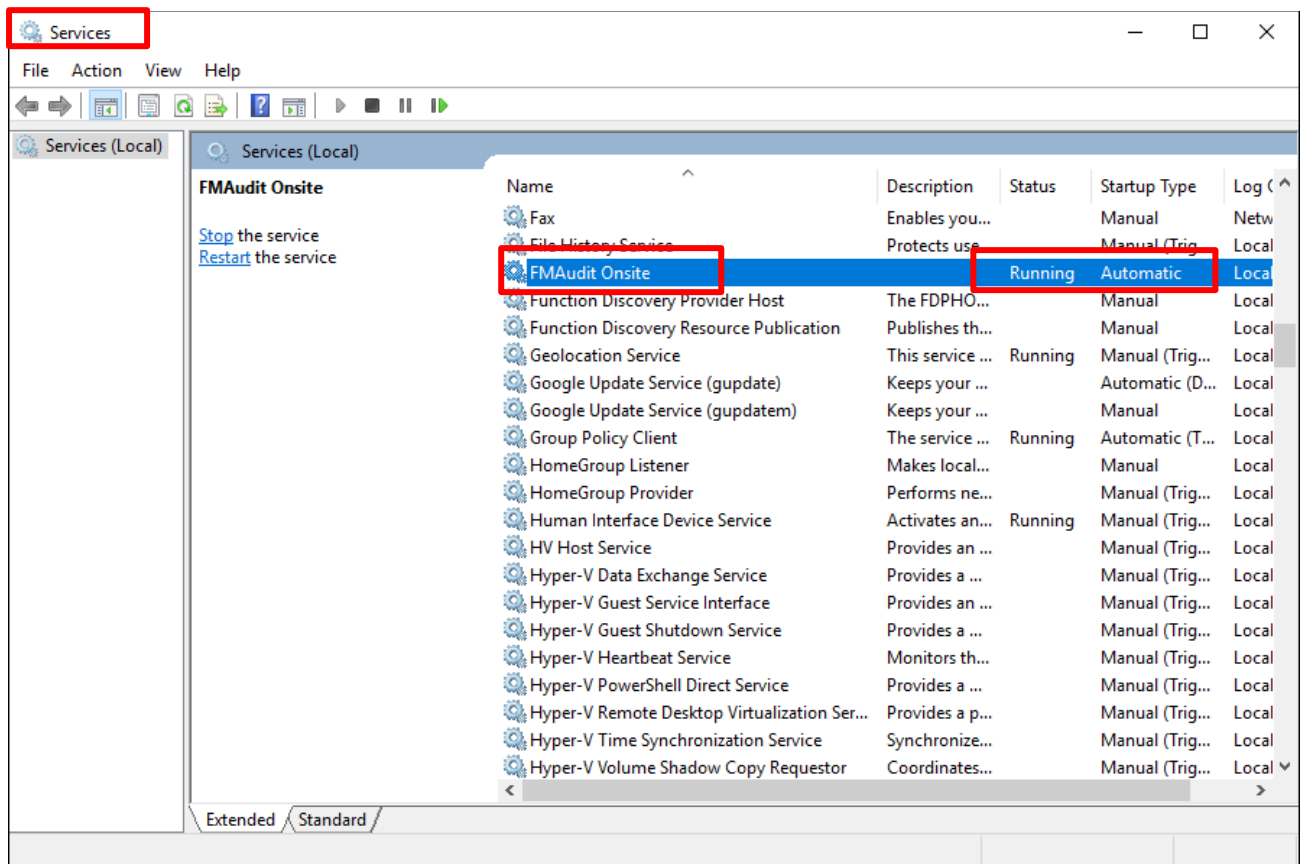
- Proxy Address: IP Address: Port Number (example: <IP Address>:8080)
- Proxy user Type :Specific
- User: Admin (User Name)
- Password: Admin (User Password)

10.To restart FMAudit Onsite Service:

- Go to Start → Services → FMAudit Onsite
- Click on FMAudit Onsite → Right Click → Restart the Service

Or

- Go to Control Panel → Administrative Tools → Services → FMAudit Onsite



Note: If failed to restart the FMAudit Onsite after following the troubleshooting instructions, please contact FMAudit Support team.

Appendix A: Common Onsite Errors and Solutions

These are some common errors and solutions; this is not a complete list of errors or resolutions.

Errors under the Proxy Tab

Incorrect Proxy Settings: Invalid URL: The hostname could not be parsed.

This error occurs when you enter an incomplete Proxy Address. Verify with your clients IT Administrator that you have the correct Proxy Address and make sure you have the correct URL Syntax.

Incorrect Proxy Settings: Proxy address could not be obtained.

You will need to obtain the Proxy address and input in the proxy field.

Incorrect Proxy Settings: Proxy address not specified.

You will need to obtain the Proxy address and input in the proxy field.

Central Settings are not configured

This is a generic error that typically occurs when there is an error with the URL in the central tab or when Onsite is having an issue with connecting to the Central Server. I would recommend verifying the proxy information with the client and getting them to input the Firewall exceptions for our Onsite. See Appendix B.

Incorrect Proxy Settings: Username or Password are missing

Make sure you input the username and password.

Errors under the Activity Log

Appendix B: Firewall / Content Filter / Proxy Exceptions

Toshiba Central Server:

URL:	http://mps.eid.toshiba-tap.com
IP address:	203.56.126.78
Application:	fmaOnsite.exe
Port:	80

FMAudit Onsite Live Update Server:

URL:	http://update.fmaudit.com
IP address:	216.33.90.242
Application:	Update.exe
Port:	80