



PRINTFLEET®

The following document provides an introduction to PrintFleet Central and addresses some frequently asked questions about how PrintFleet Central works with DCA Pulse and PrintFleet Optimizer.

What is PrintFleet Central?

PrintFleet Central (PFC) is a collection of systems and services that handle various centralized tasks for PrintFleet Optimizer (PFO) and DCA Pulse. These tasks include licensing, telemetry and software updates, as well as internal operational support. The suite of services that make up PFC include:

- **Model Definition Server (MDS):** PrintFleet's MDS contains model definition files for devices supported by DCA Pulse. DCA Pulse supports all devices on a basic level, but model definition files are used to authoritatively instruct DCA Pulse how to query and interpret results from individual device models. Data points are pre-categorized in definition files with a Standard Type that unambiguously defines what that data is. For more information on Standard Types, please see the DCA Pulse whitepaper series.
- **DCA Registry:** The DCA Registry is where DCA Pulse instances are activated and assigned to a user's PFO system. It contains a record of every DCA Pulse that exists in-field as well as its status (e.g. activation pending, active, etc.).
- **Content Distribution Network (CDN):** PrintFleet's CDN uses an [Amazon CloudFront](#)-hosted service which uses a geographical distribution model to ensure users' PFO and DCA Pulse updates come from the location fastest for them. The CDN contains the newest version of DCA Pulse and the model definition files.

What information does PrintFleet Central collect?

PrintFleet Central does not 'collect' device data, however it may store the following anonymous device data collected by DCA Pulse:

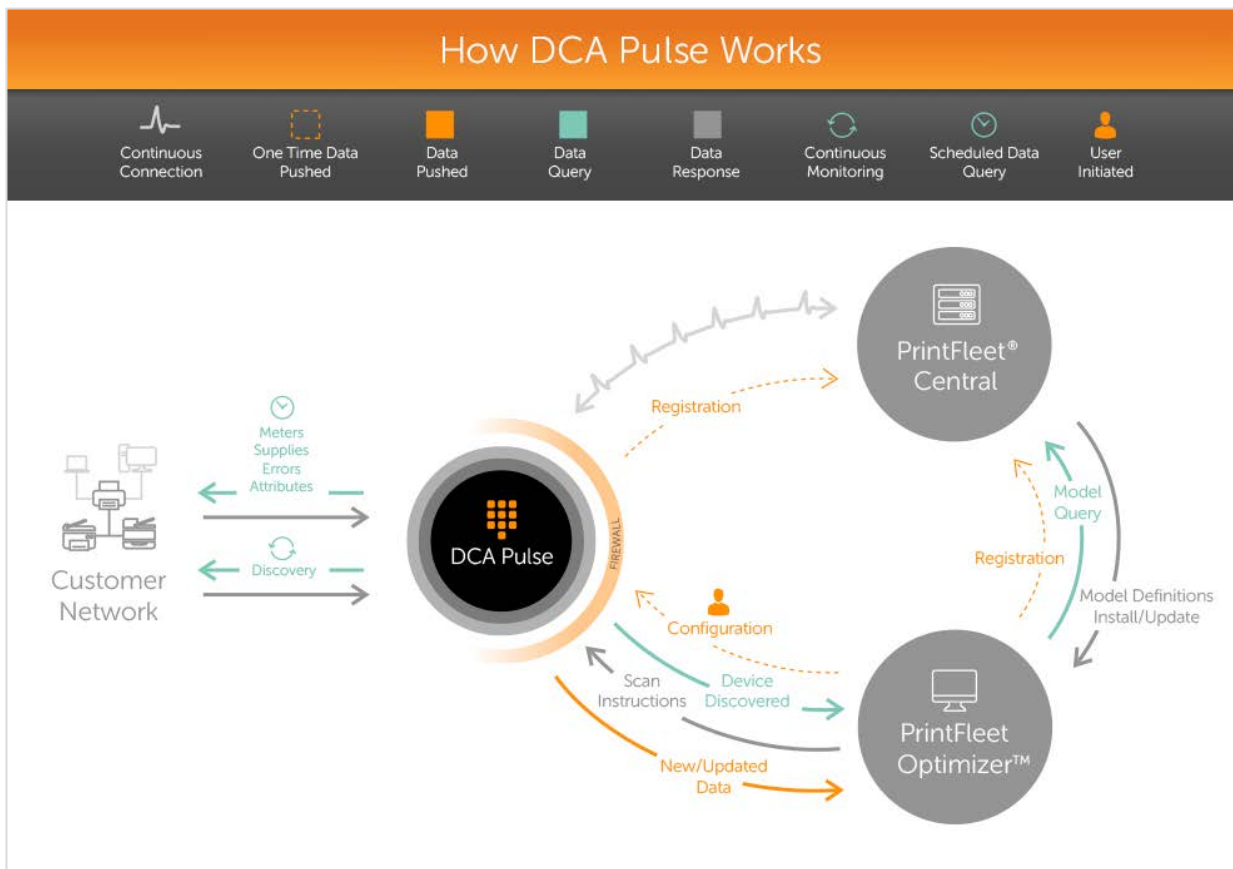
- Unique PrintFleet Optimizer internal deviceId, a globally unique generated string of characters with no identifying information
- Manufacturer, model and ModelId, a generated string of characters that uniquely identifies models within the PrintFleet Model Database
- Model match type, an indicator of how a device was matched to a model description from the Model Database
- Device type, an internal device classification identifier
- Device 'name' or hrDeviceDescription, the name given to an imaging device on installation. The name identifies the device but is in no way related to any user of the device.



- Device serial number and MAC address
- Device entry creation and last active dates
- List of meters: name, last reported, last value, standardLabelId (if applicable)
- List of supplies: name, last reported, high percent, low percent, status, standardLabelId
- List of codes: code, type, count, group, groupIndex, location
- IsColor
- Engine firmware version
- Current license status
- License status changes
- DCA versions and timelines of DCAs that reported this device
- TotalCount by month

What is PrintFleet Central used for?

PFC has many functions, but the most relevant ones for customers include the management of licenses, DCA Pulse installation and device support. PFC consists of several components which enable PrintFleet to see which devices are in field and which models represent the largest percentage of the machines in field (MIF), allowing us to better work with our OEM partners to provide updates for existing and newly discovered devices.





How does the DCA Registry improve the functioning of DCA Pulse?

DCA Pulse has a 'heartbeat' function which allows it to wake up and 'call home' to the Registry to determine which PFO it should register with and/or be associated to. The 'heartbeat' greatly increases the ability to diagnose and troubleshoot DCAs that are not actively reporting. It will not resolve all issues around stale DCAs, but it does provide another tool for remediation.

What impact does the 'heartbeat' have on my network traffic?

There will be minimal impact to your network traffic. For PFO to PFC communication, a PFO system that has 100,000 devices pushes approximately 500MB into PFC per day over the course of 24 hours. Please note that this is just an average. It will depend on scan intervals and the number of metrics per device – some systems may be higher or lower than others depending on manufacturer breakdown and what metrics they provide.

Learn more at <http://info.printfleet.com/dca-pulse>