

# FMAudit Onsite installation guide



**Objective:** This document provides basic installation information for FMAudit Onsite, the data collection software used in conjunction with FMAudit Central, supporting HP Managed Print Services.

**FMAudit Onsite** is a lightweight application that will use Simple Network Management Protocol (SNMP) to query your network print devices for information (e.g., meter reads and supplies status) and sends it to FMAudit Central at HP.

FMAudit Onsite usually takes no more than 15 minutes to install and configure; however, please make sure to read over this document prior to installation to make the process as smooth as possible.

## Before you begin installation...

There are a few items to review before you begin the FM Audit Onsite installation process.

### 1 Browser Compatibility and System Requirements

FMAudit Central is a web-based portal, and FMAudit Onsite has a web-based local console interface. Due to the .NET controls that are used by FMAudit, browser compatibility is an issue. Microsoft's Internet Explorer is the recommended browser (v7.0+) for use with FMAudit products. Certain controls do not display properly (or at all) in Firefox, Google Chrome, or Safari. For best results, please use Internet Explorer when downloading and installing/configuring FMAudit Onsite.

### 2 Select an Installation Workstation/Server

FMAudit Onsite must be installed on a network-connected Windows 2000 or higher workstation/server, with Internet access, running Internet Explorer v7.0+, and must have .NET Framework 2.0 or higher installed. The workstation or server should remain powered on and connected to the network in order to be effective. Laptops that disconnect and leave the network are not a good choice for installation.

### 3 Network Information needed

In order to scan your network, FMAudit Onsite requires the IP addresses or IP address ranges where printer/copier devices reside as well as the SNMP community name you are using on your network. The name will default to "public" if you have not created a name. Most customers typically list Class C IP Address ranges for convenience. You can copy and paste or type IP address ranges into Onsite in the format "10.1.1.1-10.1.1.255", or "10.1.1.1-255".

### 4 Proxy Server

If you use a Proxy server on your network you will need to make some additional configuration changes to FMAudit Onsite. If you need to use a Proxy server please read the following two Knowledge Base articles (.PDF format) outlining the required changes.

- **How to:** Configure Proxy Settings for FMAudit Onsite  
<https://fmaudit.austin.hp.com/testproxy/KBArticles/Q10320.pdf>

- **How to:** Configure Proxy Settings for the User Account Used by Onsite <https://fmaudit.austin.hp.com/testproxy/KBArticles/Q10714.pdf>
- These websites also must be available through the proxy:
  - <https://www.gttechonline.com>
  - <https://fmaudit.austin.hp.com>
  - <http://update.fmaudit.com/>
  - <http://www.xheo.com/>

## Ready to go!

At this point you should be ready to deploy Onsite. Follow the instructions below to install FMAudit Onsite.

4. Click on the right labeled **"fmAudit Onsite Install"**



5. Installation screen

### Instructions

Adjust the *Proxy Configuration* if required  
 Adjust the *Network Settings* if required  
 Save the installer on your desktop: [Click to Download](#)  
 On Windows Vista, 7 and Server 2008 or newer, right **Run as Administrator**

6. Network settings window

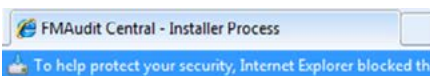


- 1 Click this link: <https://fmaudit.austin.hp.com>
- 2 Log-in using the credentials supplied by your MPS Consultant. If you don't know your password, or need to reset it, please email [cmps-us-fmaudit@hp.com](mailto:cmps-us-fmaudit@hp.com) and an HP tech support person will reset it for you. Once you log in, you can change your password, using the **"Change Password"** link in the upper right hand corner of the screen.
- 3 Click on the **"Accounts"** menu item, and then click on your company name. It will be listed under **"Account Name"**.
- 4 In the middle of the page you will see two boxes (shown left). Click the box on the right labeled **"fmAudit Onsite Install"** to begin the installation process.
- 5 After the installation process begins, you will see a screen with the information depicted left. If you have a Proxy and need to configure it, click on the blue **<Proxy Configuration>** link. If you don't have a Proxy, proceed to step 6.
- 6 Click on the **<Network Settings>** link (shown left) to input your IP addresses or subnets.
- 7 Copy/paste or input your IP Address ranges into the box to the left of the **"Add IP Addresses"** button. Each range should be entered on a separate line, for example:
  - a 10.1.1.1-254
  - b 10.1.2.1-254
  - c 10.1.3.1-254

Following is a an example format for scanning 10 subnets:  
**Example:** 10.1.1.1-10.1.10.254

Once all the IP address ranges have been entered, click the **<Add IP Addresses>** button. The entered ranges should now be listed in the **"IPv4 unicast"** box. If you use a Community Name other than **"public"**, you can enter it as well. Scroll down the page until you see the data box labeled **"SNMP community"**. Update the value to your customer SNMP Community Name. Once all needed changes have been made for the network settings, click the **<Apply>** button at the bottom of the page to save the changes and return to the installation process.

9. Check for your browser pop-up blocker



- 8 Click the **<Click to Download>** button to download the Installer.
- 9 If the download doesn't start, check the top of the browser window for a message. Your pop-up blocker might be blocking the download.  
 If you see a pop-up blocker message (shown left) then right click on the bar that starts with the phrase **"To help protect your security"** and click **<Download File>**. You may have to click on the **<Click to Download>** button again, but it should work the second time.
- 10 The next message will read: Click **<Run>** to start the download.
- 11 Once the installer has downloaded you will see a message: Click **<Run>** to start the install
- 12 Click **<Next>**.
- 13 Accept the terms on the license agreement, then click **<Next>**.
- 14 Click **<Next>** to accept the default installation folder.

- 15 Click <**Next**> to start the install.
- 16 You will next see an “**Installation Successful**” window.
- 17 Click <**Finish**>.

## Test Connectivity and Functionality

Now that FMAudit Onsite is installed you will initiate a manual scan to verify connectivity with the FMAudit Central Database (fmaudit.printelligent.com).

- 1 Launch FMAudit Onsite from the start menu.
- 2 Login with the default credentials.
- 3 Click on “**Settings**”
  - a Check your network settings to verify all subnets you defined earlier are input by clicking on Network > IPv4.
- 4 Next click on “**Historical Data**” under the tasks area on the left.
- 5 Leave the Period set to the default of 1 day, unless you need to see results sooner.
- 6 Click on “**Start Now**”. Blue text below will appear saying “**Update Successful**”.
- 7 Click on **Account**.
- 8 Click on **Activity Log**.
  - a Here you can view the progress of the scan as it uses SNMP to walk the scope of subnets/ IP's you defined.
  - b Each task begins with a “**Start 'X' Data Task**” (i.e., Start Historical Data Task).
  - c Each task ends with a “**Stop 'X' Data Task**”.
  - d Errors, if any occur, will appear between these two time stamps in the **Activity Log**.
- 9 Once a scan is completed, you can access <https://fmaudit.austin.hp.com> to view the results of the sync.
- 10 Repeat steps 4-9 for the **Status Data Task** after completing the Historical.

**Congratulations!** FMAudit Onsite has been successfully installed! Future scans for print devices will initiate automatically.

If you have any questions or concerns, or need assistance installing FMAudit, please contact the FMAudit Team at: [cmps-us-fmaudit@hp.com](mailto:cmps-us-fmaudit@hp.com)



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