Proactive Print Fleet Management

Powered by KPAX

agilico Workplace Technology

Rev 2.0/05.2021

KPAX Product Overview

We are committed to helping businesses work smarter.

To reduce repair times and ensure you continue to receive outstanding service, 'KPAX Manage' automates many of the tasks needed to effectively administer multifunctional devices (MFDs) and maximise uptime.

Proactive Monitoring & Maintenance
Remote monitoring and automated fault alerts ensure that our support team can quickly determine the most effective intervention.

Proactive Toner Ordering
Supply replenishment is predictive; assessing toner levels, KPAX will automatically place re-order requests so that toner can be delivered to you.

Eliminate Estimated Billing
Automated meter readings ensure that your invoices are accurate and seamlessly transmitted to our billing team on time.

Enhanced Stability & Security
Adhering to the industry's highest security standards, KPAX encrypts all communication. KPAX never collects users' personal information.

Access Usage Profiles
KPAX also monitors the volume and mono/colour output patterns of each networked MFD – a useful feature when deciding where and how best to deploy your devices.

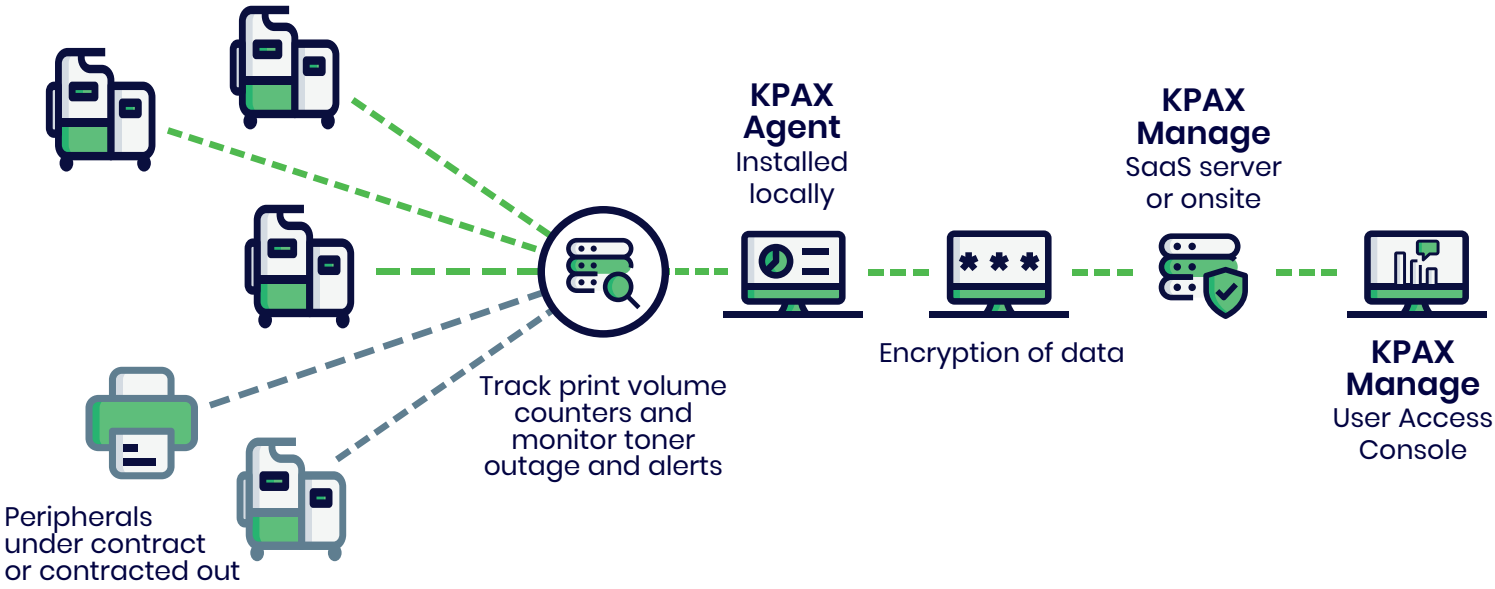
Want to know more?

For further details on KPAX and how to book your free installation, please visit our KPAX support page at **www.agilico.co.uk/kpax.**

How KPAX Works

The 'KPAX Discovery Agent' (KDA) must be remotely installed ideally on a server or in some circumstances a workstation, which captures metrics from the MFD(s). This program gathers and securely sends these data to a central KM SaaS server.

The 'KPAX Manage' (KM) system securely collects these device metrics from KDA. This product gathers only data that are critical to assisting Agilico to provide our customers with first-rate managed document services.



What data does KPAX transmit?

During a network scan, KDA will attempt to collect the following information from customers' MFD(s):

- Asset ID
- Colour & duplex capacity
- Data collection & transmission methods
- Device type, description, status & alerts
- Error codes
- Firmware
- Install date
- IP address (can be masked)
- LCD readings
- MAC address
- Maintenance kit levels
- Manufacturer
- Meter readings
- Model & serial number
- Mono or Colour identification
- Non-toner supply levels
- Part number
- Toner levels & cartridge type

Transmitted data is only ever shared with Agilico. KPAX never collects users' personal information.

KPAX Security Overview

Protocols & Data Encryption in Communication

Installed on a clients server or workstation, the 'KPAX Discover Agent' (KDA) monitors the MFD(s); data collection occurs without transmission.

- KDA collects imaging device metrics at specified intervals using SNMP, ICMP and HTTP.
- KDA can then transmits this data to the 'KPAX Manage' (KM) system via the following protocols: **FTP (Port 21/Port 20)** **HTTP (Port 80)** **HTTPS (Port 443)**

It is recommended, however, that users transmit data using HTTPS as this provides SSL 128-bit encryption. To transmit using HTTPS, however, the KM SaaS server must be installed with an SSL security certificate. **FTP and HTTP do not provide encryption.**

Optional Remote Update Feature

KDA contains a remote update feature that can be activated at the end-user site by enabling the 'Health Check' and 'Intelligent Update' options.

Performing periodic scans, 'Health Check' will automatically restart KDA in instances where the application isn't operating.

'Intelligent Update' enables KDA to scan for and receive updates and configuration changes posted by your KPAX administrator on the KM SaaS server.

The 'KPAX Discover Agent' (KDA) must be remotely installed on a clients server or workstation from which metrics are to be collected. This program gathers and securely sends these data to a central KM SaaS server.

Network traffic

The network traffic created by the KDA is minimal and will vary depending on the number of IP addresses being scanned. The table below outlines the network load associated with the KDA compared to the network load associated with loading a single standard webpage.

Network Byte Load Associated with the KDA

Event	Total bytes (approx)
Standard web page	35,000
KPAX Agent scan, no IPs	5,000
KPAX Agent, scan 1 printer	8,000
KPAX Agent, scan 1 printer, 1 network (1 IP range)	112,000
KPAX Agent, scan 13 printers on 1 IP range	120,000

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