

No results are showing for locally attached devices or limited information is available, what do I check?

**If no information is reporting from the local agent, check the following.**

1. Make sure you can print to the device is an HP device that supports PML and it's not physically attached or unable to respond, print a 'test' page to see if it responds.
2. Ensure that Microsoft .NET Framework v1.1 or v2.0 is installed. (If installing FMAudit version 3, you should have .NET 2.0 installed.)
3. Make sure the Agent Service is started in Control Panel\Administrative Tools\Services. If you've installed the Agent manually, you must start the FMAudit Agent service or reboot the computer. If you installed the Agent silently, the service will start automatically.
4. Check the IP ranges in Viewer, Onsite, or Central (depending on which product is being used). The IP addresses of the workstations with locally attached devices should also be included in the ranges.
5. Increase the Communication Time-Out setting in the settings screen giving the devices more time to respond.
6. If the Windows SNMP Provider is installed and the community has been changed to something other than 'public', the settings in Viewer, Onsite or Central must be changed to reflect the same community.
7. Check any firewalls or antivirus application settings for conflicts. The FMAudit will initially use port 161, if there is a conflict the Agent will use port 33333. Make sure both ports are allowed through the firewall.
8. Check the Windows Event Viewer Application Log (Control Panel\Administrative Tools\Event Viewer for any new entries (SOURCE=FMAudit Agent).
9. Check to see if another similar application has been installed such as PrintFleet Beacon (Windows SNMP Provider is ok).
10. Make sure to remove any duplicate printer drivers, as well as unused printer drivers. For best results, use the latest PCL5 driver available from the manufacturer. For some HP products, the Universal Print Driver works best.
11. Restart the workstation the Agent is installed on.

Only basic information is being reported.

1. If only basic information is provided (manufacturer, model, description, location) but the device supports PPL, make sure you can print to the device.
2. Check the Printer Properties (Ports tab) to ensure the 'Enable bidirectional support' box is checked. If the device is connected by a parallel cable, make sure that the cable also supports bi-directional communication (will have IEEE 1284 on the cable).
3. Ensure there are no other print devices or virtual printers configured to use the same port.
4. If you're using an LPT connection and there was an interrupted network connection, the laptop or workstation may require a reboot.
5. If the options above do not resolve the problem, contact Boyd ([boyd@lesolson.com](mailto:boyd@lesolson.com)) and provide the Manufacturer & Model name as reported in the printer properties dialogue (must have exact information) and FMAudit can check the engine logic to see what information should be reporting. If necessary, FMAudit may be able to provide an update.

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Les Olson Company Knowledge Base

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