

Firewalls and other network hardware may prevent or limit the discovery of the network configuration. Networks with multiple physical locations typically have firewalls in between each Local Area Network (LAN) and the public internet that connects these locations via a Wide Area Network (WAN). The network IP ranges (segments) may be manually added to the 360° App's products, with the minimum requirement that the target devices can be "pinged" from the originating location.

WAN's and Network Traffic

360° App uses default timeout settings of 1000ms. Using unicast settings, each IP within the configured ranges will be queried and if no response is received within 1 second, a timeout will occur. Depending on the amount of network traffic and the general network latency, the default timeout may need to be adjusted. Differences in the total number of devices from one analysis to another, within the same relative time frame, is a good indicator that the timeout settings need to be increased.

The analysis uses an intelligent system that extracts minimal information for each printer, copier or MFP. Unlike similar products that send a fixed set of queries (a superset of all possible queries) to every networked device, the 360° App's family of products only sends the relevant queries according to the fields the identified device supports, with each device query being no more than a few kb of data. To further reduce the amount of network bandwidth used during a discovery, the 360° App's core engine communicates with no more than 20 devices at a single time, with the capability to extract information from up to 5 devices per second in an optimized environment. The amount of network traffic at any given time is minimal as a result.

Minimum Configuration Requires:

- Microsoft .NET Framework 2.0 (provided in windows update)
- Microsoft Windows XP/2003/Vista/7/2008/2008 R2
- Internet Explorer 7.0 or higher (or compatible)
- Not compatible with Mac
- 23 MB Hard Disk Space

The Benefits of 360° App

- NO COST - no hidden fees or administrative charges.
- Notification of depleted consumables is sent to our team for proactive service and supply support.
- Increases office productivity with minimal manual intervention required.
- Installed by certified specialists - requires minimal involvement from your onsite IT department.
- Enterprise-level installations are supported, with the ability to analyze 1,000's of devices.
- Removes the complex and costly engagement cycle associated with device identification and meter collection.
- Automatically collects meters from most networked devices, resulting in accurate billing, no estimates or human errors.
- Produce multiple reports with just one click - display both instant and historical data for easy analysis.
- 360° App's core engine communicates with no more than 20 devices at a single time reducing the amount of network bandwidth used during a discovery.
- Run volume analysis on your 360° App managed fleet to give you accurate Total Cost of Operation (TCO) reports.

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