



PrintFleet Printer Data Collector Agent Checklist and Installation Requirements

Please use the following guide to ensure you are meeting all installation requirements prior to installing the PrintFleet Printer Data Collector Agent.

Important:

- Do not install the Printer DCA on a laptop
- If you plan to use the Printer DCA to collect data via VPN, please be aware that due to the extended transmission, there is a risk of data loss.

Network Requirements

- TCP/IP configured
- Port 443 (HTTPS), or port 80 (HTTP), or non-standard port (Printer DCA 4.x), or port 21/20 (FTP) (Printer DCA 3.x) must be open for automatic transmission of collected data
- Internet Protocol version 6 (IPv6) is not the only version installed

System Requirements

- Hardware: Non-dedicated server powered on 24 hours a day, 7 days a week. If a server is not available, the Printer Data Collector Agent can be installed on a desktop computer system powered on 24 hours a day, 7 days a week, but this method carries a risk of transmission difficulties.
- Operating system: Windows 7, Windows 8, Windows Server 2008 R2, and Windows Server 2012
- Network card: 100mbit or higher (system must have only one active network card)
- RAM: 512 MB or higher
- CPU: 1 GHz or higher
- Microsoft .Net Framework 3.5 SP1, or higher (not Client Profile version)

Virtualization software support

If you want to install the Printer DCA on a virtual machine, the following virtualization software will support the installation:

- Microsoft Virtual Server 2005
- VMWare GSX

Instructions for installing a Printer DCA on Windows Vista (Printer DCA 3.x only)

Windows Vista implements a new feature called Universal Account Control (UAC), which can cause installation



problems with the Printer DCA and/or the Printer DCA Health Check service. These issues can be avoided by following the below procedures:

After downloading the Printer DCA installation file (DCA_Install.msi):

1. Right-click on the DCA_Install.msi file and select Properties.
2. Under the Compatibility tab, click to enable the Run as Administrator check box.
3. Proceed to installing the Printer DCA.

After the Printer DCA is installed, repeat steps 1 and 2 above for the following two files:

- C:\Program Files\Data Collector Agent\DCAService.exe
- C:\Program Files\Data Collector Agent\Support\DCAServiceHC.exe

Printer DCA Installer Quarantined by Virus Detection Software

Some virus detection vendors (such as Symantec) are now using crowd-based information to determine potential threats. Unfortunately, this methodology is prone to producing false positives, particularly for executable files that are not widely distributed among the sample population. As a result, you may find that the DCA installer is being flagged as a possible threat by your virus detection software. When this happens it may be quarantined, which prevents it from being installed. If this occurs, contact your system administrator or virus detection vendor for information about removing it from quarantine.

For more information about the Symantec issue specifically, visit this page:

<http://community.norton.com/t5/Norton-Internet-Security-Norton/Clarification-on-WS-Reputation-1-detection/m-p/232155/highlight/true#M112299>