

Troubleshooting guide for IDM Stale Data

Stale or Missing Devices

1. Entire Site is Stale - means that the ICE software is no longer reporting anything to the Infinite Device Management (IDM) server.
2. Some devices are Stale but some are reporting - means that a change has occurred that stops the ICE engine from collecting data from the device(s).
3. Some devices have never reported (but others have) - means that the ICE software has never been able to contact the device.
4. No device has ever reported for a site - means that the ICE has never uploaded any scan data or found any devices.

1. Entire Site is Stale:

Is the ICE application still running?

- Is the machine running the ICE application turned on?
- Is the ICE application still installed or has it been moved to a different machine? If it has been moved the license check will fail and no scan data will be uploaded. The ICE will need to be reactivated on the new machine after the license has been removed on the Site Details page in Infinite Device Management. Remember to click “Save Configuration” before removing the license to preserve any custom scan settings.
- Is the ICE installed on a Virtual Machine? If it is you will need to ensure the Virtual Machine is configured to have a fixed MAC address rather than a dynamic one. If it is configured to have a dynamic MAC the MAC will change each time the Virtual Machine is rebooted, and the ICE will fail licence validation.
- Are both ICE processes still running on the machine? To check this, open the ICE Administrator (Start Menu → All Programs → Print Audit Facilities Manager → ICE Administrator). Look to see if the ICE Service and the Updater Service are both “Started”. If either Service is stopped, try to start them in the ICE Administrator. If the Services fail to start, contact Print Audit Technical Support to further troubleshoot the issue.
- Have there been any changes made to the network or the computer running the ICE engine since the printers stopped reporting?
- Has a Proxy server been introduced to the environment? To check this, open the ICE Administrator (Start Menu → All Programs → Print Audit Facilities Manager → ICE Administrator). Click on “Proxy Settings”. Click on “Test”. If the Test fails, then their Proxy server settings are incorrect. Has a change been made to an existing Proxy Server? Follow the above instructions to test the Proxy settings.

- If the ICE services were running as a logged in user, have that user's rights or password been changed?
- Can the ICE software communicate externally with the IDM server or internally with the print devices? The ICE software communicates externally with <https://fm.printaudit.com/Services/ICEWebService.asmx> (port 443 to IP address 204.244.121.165). Internally, the ICE software communicates with print devices via SNMP (port 161). Communication could be blocked by a firewall, a router or the introduction of a Proxy server into the environment.
- Has a change been made on the server that affects the Local System account. By default, the ICE services run under Local System. If the access of the Local System account has been changed on the server running the ICE software, then the ICE software may not be able run or communicate to the Internet.

2. Some devices are Stale but some are reporting:

- Is the IP address of the print device(s) still valid in the Default/Custom Scan Range setting under the Site Details screen within Infinite Device Management? ICE will not scan outside its given ranges and the device could have obtained an IP address that isn't being scanned.
- Is the print device turned on and still connected to the network with an IP address? This can be tested at the customer site by opening a web browser, putting the IP address of the printer into the address bar and trying to connect to it. You should be able to see the print device's embedded webpage.
- Has any change been made to the device's Community Name or to its SNMP settings? The ICE software is compatible with SNMP versions 1 & 2. Version 3 must not be enabled. By default, ICE looks for a Community Name of "public". If the device is using a different Community Name, then that name will have to be added to the ICE configuration in the Site Details screen in Infinite Device Management.
- Are the devices regularly powered off? The discovery scan visits every IP address in the given default or custom scan range and builds a list of addresses where print devices are located. The quick scan only visits that list of addresses. By default the discovery scan runs every 12 hours and the quick scan runs every hour. If a device is powered off for 2 consecutive discovery scans it will not be scanned for 24 hours and will appear stale. Try reducing the interval between discovery scans but consider adding custom scan ranges to avoid creating unnecessary traffic on your customer's network.

3. Some devices have never reported (but others have):

- Is the print device a "Direct to IP" device? This means that the print device has an IP address and is connected to the network via a network drop? The ICE software cannot scan print devices that are connected to a print server, connected to a computer via a USB or other port or connected via a print controller that is functioning as a print server (such as certain Fiery or Jet Direct cards).
- If it's confirmed that the print device is Direct to IP, troubleshooting will follow the same steps in "Some Devices are Stale but some are Reporting"

4. None of the devices at a Site are reporting:

- Is the site configured to use the "Default Scan Range" in the Site Details Page of Infinite Device Management? When the ICE software is configured to use the "Default Scan Range", the software looks at the IP address of the computer it's installed on and attempts to calculate the probable range of IP addresses to scan. It is possible that the ICE software will miss subnets within the customer's environment and a custom scan range is required.
- Did the ICE software successfully acquire a license when they activated on the ICE install? To check this, go to the Site Details screen within Infinite Device Management and click on the Information Collection Engine tab. If the ICE software was successfully licensed on the server side, you'll see a long string beside the field "License Key".
- Did the ICE software successfully license on the computer? To test this, open the ICE Administrator (Start Menu → All Programs → Print Audit Facilities Manager → ICE Administrator). If the ICE software is not licensed, a dialogue box will appear asking for an Activation Code or an error "Print Audit ICE will not upload scan data until authenticated".