CONSULTAPP
UNCOVER PRINT INEFFICIENCY

The safe and easy way to get to know your print environment better.

ConsultApp is a secure Konica Minolta application that helps collect information from all print devices on your network. It is a lightweight Windows® service application that runs on-site at your location. ConsultApp scans, collects and stores print device related information from your environment in safe and secure way. Installation takes place in less than five minutes by your local IT person.
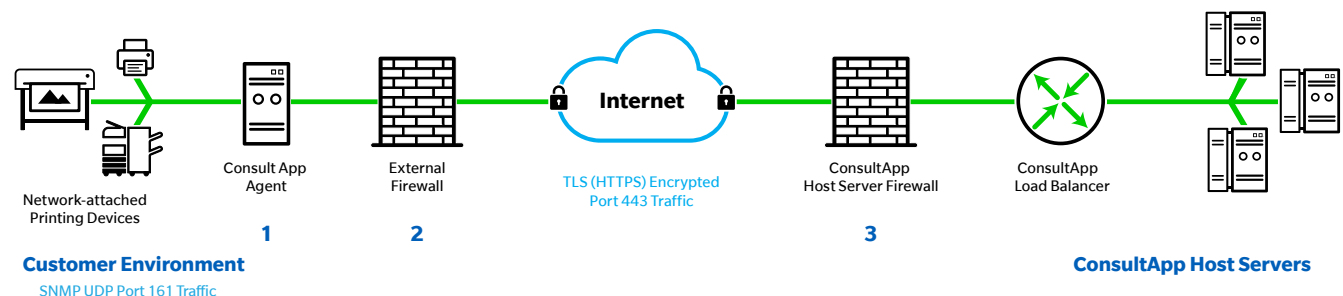
With ConsultApp we can help you reduce costs, increase efficiency, streamline workflows and promote sustainability.

ConsultApp will collect the following information from printing devices:

- Asset Number
- Device Description
- Device Serial Number
- Device Status
- Display Reading
- Error Codes
- Firmware Version/Patch Level

- IP Address
- Location
- MAC Address
- Maintenance Kit Levels
- Manufacturer
- Meter Reads

- Model Number
- Monochrome/Color Identification
- Non-Toner Supply Levels
- Serial Number
- Toner Cartridge
- Toner Levels

ConsultApp Secure Environment
Overview of Device Agent Communication

Network-attached Printing Devices | Consult App Agent **1** | External Firewall **2** | **Internet** — TLS (HTTPS) Encrypted Port 443 Traffic | ConsultApp Host Server Firewall **3** | ConsultApp Load Balancer | ConsultApp Host Servers

Customer Environment
SNMP UDP Port 161 Traffic

ConsultApp Host Servers

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How it Works

1 You will receive a unique and one-time installation package that can be easily deployed in just a few minutes. Once registered, the ConsultApp Agent is deployed within your local environment to communicate with configured printing devices only. The ConsultApp Agent will open a secure connection to the ConsultApp Host Server and does not open any additional server ports; it pulls information from on-network devices and initiates a secure transfer to the ConsultApp Host Server.

2 ConsultApp uses an HTTPS connection (port 443) to communicate with the ConsultApp Host Server. Upon initial registration, and periodically during normal operation, the agent will poll the control server for updates to its configuration state. ConsultApp initiates all outgoing connections; no server ports are opened at the agent level. ConsultApp will upload discovered devices once per period, configured within the application. Discovery scans can be configured daily or weekly. More frequent uploads will result in more network traffic, but newly discovered devices will be displayed in the application quickly.

3 ConsultApp will upload meter reads to the Host Server on a scheduled basis. Usage (meter) data can only be scheduled for a daily scan and upload. You configure this setting within the application. ConsultApp Host Servers are secured against unauthorized access and will validate all incoming agent communication requests for a valid, unexpired registration key. ConsultApp runs as a scheduled Windows task to check the health of the Agent and its ability to communicate. It tracks the successful completion of ConsultApp activities such as discoveries, status collections, and configuration updates.

ConsultApp Hardware Requirements

ConsultApp is supported on the following platforms:

- **Client (32 or 64 bit):** Windows 7, Windows 8, Windows 10
- **Server (64 bit):** Windows Server 2008 R2, 2012, 2012 R2, 2016.

Certification Statement

ConsultApp does not collect, house or transmit any information regarding the content of print jobs, thus has no way of accessing, housing or transmitting high risk information — even if this information is printed or otherwise sent to print devices monitored by ConsultApp. The intended use of ConsultApp will not have an impact on compliance and will not interfere with or put at risk entities covered by:

Bill 198; Sarbanes-Oxley; Gramm-Leach-Bliley Act (GLBA); Federal Trade Commission (FTC); Consumer Financial Protection Bureau (CFPB); Federal Information Security Management Act (FISMA); Health Insurance Portability & Accountability Act (HIPAA); Personal Information Protection and Electronic Documents Act (PIPEDA)

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