



## EKM Insight data, security and protocols

Ensuring safe reliable remote print service delivery



### Secure Real Time Print Service Management

Insight is a real time continuous ser

management requirements are met facilitating timely deliveries of consumables and associated services.

This white paper discusses the technologies used to provide secure and reliable data transmission and the steps taken to meet the most stringent expectations of corporate customers in delivering a highly reliable and comprehensive print management service.



## Information transmitted

The information sent is only the information needed for remote printer service management. This information falls into three core categories of Asset data, Consumable status data, Service incident or alert data:

The asset data provides core details about each printer asset

- What it is (make, model)
- Asset identifiers (anonymous database record ID, Serial No, MAC address, hostname)
- Location identifiers electronic and physical
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  - scaacep7c) (cam

## Additional information used for service management

Other information which is not transmitted can be associated with the printer data in the central system to facilitate effective service management.

This might include consumable shipping information or key user contact details, device specifications, part numbers and consumable yields.

In addition, the central system maintains histories of the assets, the consumables used and service alert conditions raised. These are used in decision support, forecasting, asset management, supply chain and service chain management information and reporting services.

## System Protocols and communication ports

The system uses the following protocols and ports:

Protocol	Port	Connection	Function
SNMP	161	Local	Local network print device discovery and monitoring
HTTPS	443	Local and outbound	To access the EKM Insight Cloud Portal Server systems and for local operations via Web Browser. Also used to pass some specific HP SDS data from the monitor to the HP SDS Portal servers
HTTP	80	Local and outbound	To monitor some devices which provide their detailed data via web services as opposed to SNMP. To allow the monitor to access and check its licence server
XMPP	5222	Outbound	Passing data from local monitor to the EKM Insight Portal servers

## In conclusion

EKM Insight delivers a highly efficient and secure remote print service management solution enabling your service provider to have full visibility of the status of your printing assets in near real time without the need to have remote access into your network. The underlying technologies used for communication are industry standard, flexible and extensible, making them the protocols of choice for real-time communications over the Internet.

The EKM Insight solution enables the reliable transport of structured XML data between systems. Numerous mission-critical business applications use the XMPP protocol used by Insight, including, cloud printing, network management and financial trading.

Only the data required for efficient print service delivery is collected and transmitted to the central server. No user data or print job content is collected or transmitted.

All central servers are configured to be within the customer's region or country eliminating risks associated with data protection legislation both now and in the future. With inherent security features, scalability and support for multi-vendor print services; EKM Insight is more than able to meet the needs of the most demanding environments.